

Verizon New England Inc.

12. Other Services**12.1 Reserved for Future Use**

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12. Other Services**12.2 Reserved for Future Use**

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12. Other Services**12.2 Reserved for Future Use**

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12.	Other Service
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12. Other Services**12.3 Reserved for Future Use**

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12.3.1 Definitions

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12. Other Services**12.3 Reserved for Future Use**

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Effective: April 17, 2018

Verizon New England Inc.

12. Other Services**12.3 Reserved for Future Use**

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12. Other Services**12.3 Reserved for Future Use**

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Effective: April 17, 2018

Verizon New England Inc.

12. Other Services**12.3 Reserved for Future Use**

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12. Other Services**12.3 Reserved for Future Use**

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12. Other Services

12.3 Reserved for Future Use

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12. Other Services**12.4 Direct Inward Dialing (DID) Service for Private Branch Exchange 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 J, Section 1, of this Product Guide. (This does not impact ISDN PRI or Centrex DID subscribers)

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12.4.1 Description	
A.	DID 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 is provided subject to the availability of facilities.
B.	DID is furnished for use with compatible customer premises equipment subject to the provisions of Section 4.
C.	DID may be furnished on a foreign exchange or foreign central office service basis if it cannot be provided from the customer's normal serving central office (refer to Section 5.4). If the customer's normal serving central office later becomes equipped to provide DID service, the service may then be transferred to the customer's normal serving central office. This requires telephone number changes for which Service charges apply.
D.	DID 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 may not be mixed in a trunk group with trunk lines not arranged for DID.

12.4.2 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, service charges apply.

12.4.3 Responsibility of the Customer	
A.	DID 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.

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

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

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12. Other Services**12.5 Automatic Identification of Outward Dialing (AIOD) Service for Private Branch Exchange Systems**

12.5.1	Description
A.	AIOD 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 DID is furnished, as each station line associated with this service requires a seven-digit telephone number.
C.	AIOD is offered for use only with compatible customer premises equipment, subject to the terms and conditions 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, (refer to Section 5.4). 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.

12.5.2	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 service charges and 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 nonrecurring 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 an Element 2 service charge applies.

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

12.6.1 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 \$80.00 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.
C.	Toll access trunk lines may be used in conjunction with a call rating system by arranging the trunk lines to allow "0+number" calls to be routed via TSPS facilities and "1+number" calls to be routed directly into the long distance network.

12.6.2 Application of Rates and Charges	
A.	In addition to the monthly rates and nonrecurring charges, service charges also apply.

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12. Other Services**12.7 Toll Diversion Trunk Lines for Private Branch Exchange Systems**

12.7.1 Description

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| 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. |
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12.7.2 Application of Rates and Charges

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| A. | A maximum charge (nonrecurring) applies for all trunks equipped at one time. |
| B. | Service charges apply in addition to monthly rates and nonrecurring charges. |

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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.	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.	In addition to monthly rates, service charges also apply.

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

12.9.1	Description
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| A. | This equipment is for night, Sunday, and holiday service and is available with manual systems where compatible with service arrangements. |
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12.9.2	Application of Rates and Charges
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| A. | In addition to monthly rates, service charges also apply. |
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12. Other Services**12.10 Message Registration for Private Branch Exchange Systems**

12.10.1 Description

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| A. | This equipment provides measured service for dial PBX and feature service dial systems of hotels, motels, hospitals and customers providing office, convention, or exhibition space to transients. |
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12.10.2 Application of Rates and Charges

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| A. | In addition to nonrecurring charges, service charges also apply. |
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12. Other Services**12.11 Secretarial Concentrator Identifier Service****12.11.1 Description**

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| A. | Secretarial Concentrator Identifier 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 channels, thus eliminating the necessity of providing a separate interexchange extension line from each customer's line to the answering bureau. Systems can be arranged to provide a maximum of six interexchange channels. |
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12.11.2 Availability

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| A. | 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 J, Section 1, of this Product Guide. |
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(C)**12.11.3 Application of Rates and Charges**

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| A. | Concentrator lines are provided at the rates and charges for Private Line Type 2001A channels. |
| B. | In place of a nonrecurring charge, concentrator equipment is subject to a maximum termination liability charge which reduces one-sixtieth for each month in-service at full rates. |
| C. | In place of a nonrecurring charge, identifier equipment is subject to a maximum termination liability charge which reduces one-sixtieth for each month in-service at full rates. |
| 1. | Identifiers may be relocated for the same customer and the charge is the total cost for disconnecting, moving and reinstalling the identifiers. |
| D. | Service charges apply in addition to monthly rates and nonrecurring charges for service and equipment. |

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12. Other Services**12.12 Secretarial Concentrator Service Bridging Connections**

12.12.1 Description

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

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| A. | In addition to the monthly rates and nonrecurring charges, service charges apply for main telephone exchange, PBX trunk or Student Centrex service lines, and for Centrex service lines. |
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Effective: January 1, 2015

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12. Other Services**12.13 Secretarial Concentrator–Electronic Concentrator Equipment**

12.13.1	Description
A.	Electronic concentrator equipment is furnished for use with the Autotas Answering System (Servicemark of Candela Electronics Corporation). A master concentrator provides a maximum capacity of 256 client lines. An additional two slave concentrators, each with a capacity of 256 client lines may be connected to the master concentrator.
1.	Two station arrangements for a Private Line Type 1006 channel are required to change the ring cycle count in each master concentrator.

12.13.2	Application of Rates and Charges
A.	Electronic concentrator equipment is furnished under the Two Tier or Companion Rate Plans as specified herein and in Section 1.
1.	Tier A rates are payable over a period of 36, 60 or 84 months to be selected by the customer. If the customer disconnects all or part of this equipment within the first 36 months after installation, termination credit will be granted at 40% of the present worth of the total Tier A obligation for each equipment item.
2.	Companion plan monthly rates apply for each equipment item until it is removed.
B.	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).
C.	Where a concentrator(s) is located in a remote central office, interexchange mileage rates and charges apply.
D.	The bridging connection in the central office connecting the concentrator with the client line termination is provided at monthly rates and nonrecurring charges.
E.	A one time charge applies per central office for adding electronic concentrator equipment to a central office. In addition, a one time charge applies for each slave concentrator added, and a one time charge applies for each concentrator line card added.

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12. Other Services**12.14 Secretarial Concentrator–Central Office Concentrator Service**

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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12.14.1 Description	
A.	Central Office Concentrator service provides a Telephone Answering Service (TAS) bureau to the ability to consolidate incoming calls to client's (the term client refers to the customer of the TAS), lines to a smaller number of channels connected to the customer's premises equipment. The system has a capacity of 768 client line terminations and 16 outgoing channels to the customer's premises equipment.
B.	Central Office Concentrator service utilizes equipment located in Verizon's central office to detect the ringing signal to a client's line and immediately process the call to the customer's premises equipment. A variable ring count feature provides the ability to change the client's ring count from the customer's premises. The signaling arrangement for call processing from the concentrator to the subscriber's premises equipment is standard DID type signaling.
C.	The service is provided based on availability of central office facilities and can be used with either Verizon or customer provided suitably equipped premises equipment. Verizon does not guarantee the compatibility of Central Office Concentrator service with any particular manufacturer's premises equipment.

12.14.2 Application of Rates and Charges	
A.	For channels connecting the concentrator with the customer's premises equipment, rates and charges apply for Private Line Type 2001A channels.
B.	Bridging connection equipment in the central office to connect a concentrator with a client line termination is provided at rates and charges specified in this section for Secretarial Concentrator Identifier service.
C.	Equipment addition charges apply for adding hardware subsequent to the initial installation. These charges comprise a system charge and unit charges. They are in addition to the nonrecurring charges for the hardware and to any other applicable rates and charges. The system charge plus the sum of the unit charges determine the total equipment addition charges.
D.	Two Station Arrangements for a Private Line Type 1006 channel, are required to change the variable ring count feature of the master concentrator.

12.14.3 Variable Term Payment Plan (VTPP)	
Central Office Concentrator service is furnished under the VTPP. All conditions and terms pertaining to the VTPP are contained in Section 1 except as specified herein.	
A.	The VTPP rates are payable over an Optional Payment Period (OPP) selected by the customer. The available OPPs are month-to-month, 48 months and 72 months.
B.	One time and nonrecurring charges may be deferred or VTPP monthly rates may be prepaid subject to the terms and conditions specified in Section 1.

Effective: February 13, 2026

Verizon New England Inc.

12. Other Services

12.14 Secretarial Concentrator–Central Office Concentrator Service

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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12.14.3 Variable Term Payment Plan (VTPP)	
C.	Transfer of Service may be provided at a transfer of service charge, subject to the terms and conditions Specified in, Section 1.
D.	Termination Liability— For termination prior to term expiration, the applicable termination liability is dependant upon the OPP selected by the customer. For the month-to-month OPP, there are no termination charges. For the 48 month and 72 month OPPs the termination charges are 60% of the remaining amount due.
E.	The master concentrator, slave concentrator, concentrator line card and client line control nonrecurring charges are not applicable to concentrator service converted from Autotas I Two Tier Payment Plan to VTPP. A conversion charge applies to convert an Autotas I concentrator to Central Office Concentrator service.

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12. Other Services**12.15 Service Through Miscellaneous Common Carriers**

12.15.1 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.	Interconnected service furnished to customers of a miscellaneous common carrier will be on an unlimited or measured basis. In those exchanges where unlimited service is provided on a message unit basis to certain exchanges, only measured service will be provided.
C.	Existing customers of a miscellaneous common carrier mobile radio system arranged for unlimited interconnected service are furnished interconnected service at a monthly rate per mobile unit which covers all local message use in the unlimited calling area applicable to unlimited business service or unlimited mobile service as appropriate.
1.	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 and per minute rates for charging purposes.
D.	Interconnected service local messages are messages to stations in the local service area or message unit 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.

12.15.2 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 or other documents of the miscellaneous common carrier.
B.	Measured interconnected service is furnished to customers of a miscellaneous common carrier at the rates for local messages.
C.	Unlimited interconnected service is furnished at monthly rates, per mobile unit.

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12. Other Services**12.16 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)–Type A**

12.16.1	Description
A.	ACD-ESS provides for distribution of a large volume of incoming calls to answering positions. If all positions are busy, calls are held in their order of arrival in queue until an answering position becomes available or the caller hangs up.
B.	ACD-ESS is furnished only from No. 1 Electronic Switching System Central Office equipment with the appropriate generic program.
C.	Lines terminating in the system may consist of trunk lines (local or foreign exchange), WATS lines, tie lines, or a combination of these lines.
D.	ACD-ESS requires no unique station equipment and may be provided to lines equipped with any standard single line telephone or key telephone equipment.
E.	The customer's primary location is normally served from the same central office as that from which the ACD-ESS is provided. One channel is provided from the central office to the customer's location for each ACD answering position. No separate charges apply to these channels as long as the number of channels is equal to or is exceeded by the total number of facilities provided for local exchange access, foreign central office, foreign exchange, WATS, and interexchange tie lines including CCSA terminations.
F.	Service may be provided to a primary location served by a central office other than that in which the ACD-ESS equipment is located subject to operating limits and the availability of facilities and equipment.
G.	Standard Features Add On Conference and Consultation Hold allows an attendant to establish a three-party conversation with the option of keeping one of the two-parties on hold while having a private conversation with the other. Call Transfer allows incoming calls to an attendant position to be transferred to another position. Dial Intercommunication Between ACD Stations Direct Outward Dialing allows an attendant to gain access to the exchange network by dialing an access code. Uniform Call Distribution With Queuing provides an even distribution of incoming calls to available answering positions.
H.	Optional Features Call Waiting Indication provides a visual indication of the length of time calls are held before answered. Delay Announcements provides an announcement to calls held in queue for a customer's specified period of time. The same or a unique announcement may be used for a second, third, or fourth announcement interruption.

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12. Other Services**12.16 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)–Type A**

12.16.1 Description	
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3.	Night Service provides the capability to route calls directed to unattended answering positions equipped for night service to pre-selected answering positions.

12.16.2 Terms and Conditions	
A.	A Minimum Service Period of 12 months applies for an ACD-ESS system.

12.16.3 Application of Rates and Charges	
A.	If the number of ACD answering positions exceeds the total specified for incoming call facilities, rates and charges apply for a Private Line Type 2001A channel between the customer's location and the serving central office for each additional answering position.
B.	When service is provided to a primary location served by a central office other than that in which the ACD-ESS equipment is located, rates and charges apply for a channel between the ACD-ESS central office and the customer's normal serving central office for each answering position provided at that location. Channels for answering positions between the normal serving central office and the customer's location are provided without separate charge subject to the same conditions specified in Section 12.16.1E.
C.	In addition to the rates and charges for ACD-ESS, service charges and rates and charges for associated services and equipment are applicable.
D.	The service establishment charge applies when the system is initially established, and is in addition to all other applicable rates and charges.
E.	For central office termination, when intercommunication is provided between stations of a Centrex system and stations or terminals of an ACD-ESS system, rates and charges for tie lines and tie line terminations for each path arranged to allow simultaneous calls between the systems.
1.	One queue slot per two stations is provided.
F.	For make busy arrangements and night service, rates and charges apply for a Type 1001 channel for the channel between the customer premises and the ACD-ESS Central Office.
G.	For call waiting indication, arrangements may be provided to indicate up to three different call waiting indications for calls in the queue. Rates and charges apply for a Private Line Type 1001 channel for each different indication.
H.	Rates and charges for local exchange access facilities terminating on ACD-ESS queuing equipment are as specified in Section 5 for PBX trunk lines.

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12. Other Services**12.17 Reserved for Future Use**

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12. Other Services**12.17 Reserved for Future Use**

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12. Other Services**12.18 Apartment Door Answering Service**

12.18.1 Description	
A.	Apartment Door Answering is an occupant-visitor, one-way signaling, communicating service designed for association with a main telephone exchange service line in each apartment of an apartment house. It enables the occupants of the individual apartments to be called from a special telephone located in the lobby of the building. The occupant can then use the exchange service in the apartment to unlock the door of the building.
B.	Apartment door answering is associated with only one line per apartment and all telephones of the line will be so arranged. However, the service is not provided at off-premises locations bridged to the line.

12.18.2 Availability	
A.	Apartment door answering is available only for maintenance.

12.18.3 Application of Rates and Charges	
A.	No message charge applies for calls between the lobby telephone and the apartments.
B.	When apartment door answering is provided to an apartment without exchange service, rates and charges apply for a Private Line Type 2001 channel.
C.	In addition to the monthly rates for central office common equipment, rates and charges apply for Private Line Type 1001, 1002 and Private Line Type 2001 channels for lobby telephones.

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12. Other Services**12.20 Reserved For Future Use**

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12. Other Services

12.21 N11 Dialing Service

12.21.1 Description	
A.	N11 dialing service is a custom call routing/transport application. N11 dialing service provides the calling party an easy to remember three digit dialing code with call delivery to established N11 service provider's terminating telephone number.
B.	N11 dialing service consists of 211, 311, 511 and 811 and utilizes a three-digit local dialing arrangement to permit voice access to designated services. 1. The 211 code is assigned for access to community information and referral services. 2. The 311 code is assigned for access to non-emergency police and other government services. 3. The 511 code is assigned for access to travel information services. 4. The 811 code is assigned for access to One Call Centers for providing advanced notice of excavation activities.

12.21.2 General	
A.	N11 dialing service utilizes various forms of call routing depending on the N11 service provider's requirements as well as Verizon's serving network facilities. Routing types include but are not limited to NPA, central office switch, NPA-NXX, and 9-digit zip code where facilities permit. The physical boundaries of the available routing methods may or may not coincide with the boundary of the service areas requested by the N11 service provider, e.g., a specific county.
B.	Liability - shall be limited in accordance with the provisions of Section 1 of this Product Guide.

12.21.3 Availability of Service	
A.	This service is only available to telephone customers that have landline services served by Verizon's central office switched dial tone. The N11 service provider must make independent arrangements with other landline and cellular telephone providers in order for the dialing service to function within the networks of said providers. All Verizon handled calls must originate and terminate within the same LATA. InterLATA calls must be handled by a separate arrangement with an Interexchange Carrier.
B.	N11 dialing service is provided only to a N11 service provider authorized by the relevant regulatory agency.

12.21.4 Application of Rates and Charges	
A.	N11 dialing service is a custom designed application and is available only under an individual contract basis.