

Verizon New England Inc.

5. Exchange Service

5.1 Basic Exchange Service

Rates and charges for services explained herein are contained in Part M, Section 1.5.

5.1.1 General	
A.	Main telephone exchange service consists of basic exchange services as specified in this section and the following services which are described in Section 6.
1.	Circle Calling
2.	Suburban
3.	Metropolitan
4.	Bay State East
5.	Call Around 413 Plus

5.1.2 Description	
A.	Service is provided on a monthly basis and is available as either residence or business.
1.	Residence service rates apply if the service is used primarily for social or domestic purposes.
2.	Business service rates apply if the service is used primarily or substantially for business purposes, or if the service is furnished at a business location, (except as specified in Section 5.2.3A2).
a.	Business lines may be either ground start* or loop start and may have any standard treatment. Transmission quality over ground start* lines is not guaranteed. Additional transmission improvements requested by the customer will be provided by Verizon at charges based on cost. (N)
B.	Basic service is provided to each exchange on an unlimited or measured basis.
1.	Unlimited service provides for unlimited calling within the local calling area (refer to Section 6) and within municipalities (refer to Exhibit 5.2.8-1), unless otherwise specified in 5.1.2.B.1.a. below.
a.	The Unlimited Local Usage for Business, and Unlimited Local and Toll Usage for Business offerings provide for unlimited business service to customers statewide. (N)
2.	Measured service provides for calling within the local calling area and within municipalities on a per message, per minute basis as specified in Section 6, Exhibit 6.1.2-1.
a.	Accumulation of local usage time for measured services is done 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.

* Ground start may not be provided over fiber facilities and is only available where suitable facilities exist. (N)

Verizon New England Inc.

5. Exchange Service

5.1 Basic Exchange Service

5.1.3 Restrictions	
A. Unlimited Service	
1.	
2.	One-party unlimited business service is not available in the exchanges or localities shown in Exhibit 5.1.3-1. unless otherwise specified in 5.1.2.B.1.a. One-party unlimited business service is not available to resellers offering services for public use.
3.	Unlimited PBU service trunk lines are not available in Metropolitan Boston. Unlimited PBU service trunk lines is not available to resellers offering service for public use. Unlimited PBU service trunk lines are also not available to customers in the following exchanges.
a.	North Swansea
b.	Rehoboth (a zone of the Metropolitan Providence, RI exchange)
c.	Seekonk
d.	Southgate
e.	Chicopee
f.	East Longmeadow
g.	Hampden
h.	Holyoke
i.	Longmeadow
j.	Ludlow
k.	Southwick
l.	Springfield
m.	Westfield
n.	Wilbraham

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Verizon New England Inc.

5. Exchange Service
5.1 Basic Exchange Service

5.1.3 Restrictions	
Exhibit 5.1.3-1	
Exchanges or Localities Where 1 Party Unlimited Business Service is not Available	
LATA	Exchanges and Localities
617/508	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Malden, Medford, Melrose, Milton, Newton, North Swansea, Quincy, Rehoboth, (a zone of the Metropolitan Providence RI exchange), Revere, Roxbury, Seekonk, Southgate, Somerville, South Boston, Waltham, Watertown, Winthrop
413	Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham

Verizon New England Inc.

5. Exchange Service

5.1 Basic Exchange Service

5.1.4 Use of Service–Residence	
A.	Measured residence service and unlimited business service, or vice versa, may be furnished on the same premises provided that the lines are nonhunting and the residence service when located in the business portion of the premises is arranged to prevent outward calling and is not used for business purposes, (except as specified in Section 5.2.3A2).
B.	The use of measured or unlimited residence exchange service is restricted to the customer, (except as specified in Section 5.1.5), members of the household and persons temporarily leasing a customer's residential premises. The above provisions shall not be construed or applied to bar a customer from allowing a social guest or business visitor the incidental or occasional use of his service.
C.	In stored program control central offices, when sufficient facilities exist, one-party unlimited residence service may also be offered with Selective Blocking service, as specified in Section 7.
D.	When a residence customer has two or more exchange lines of the same class of service terminating at the same premises and billed from the same revenue accounting office, one bill, including charges for services associated with such lines, may be rendered.

5.1.5 Use of Service–Business	
A.	Unlimited business service and measured business service from the same exchange, or from exchanges each in the local service area of the other, are not furnished on the same premises except for the following situations. 1. A customer with Centrex service involving unlimited business service at a principal premises outside the Metropolitan Boston exchanges may have measured business service at an ancillary location within the Metropolitan Boston exchanges if unlimited business service is not available as a service offering. 2. A customer with measured Private Branch Exchange (PBX) service providing service to residential tenants in clubs, lodging houses, dormitories, nurses' homes, apartment houses and to patients of the customer in hospitals and to tenants or guests of hotels and motels may have unlimited business exchange service for his own use.
B.	Unlimited business service and measured residence service, or vice versa, may be furnished on the same premises provided that the lines are nonhunting and the residence service when located in the business portion of the premises is arranged to prevent outward calling and is not used for business purposes, except as specified in Section 5.2.3A2.

Verizon New England Inc.

5. Exchange Service

5.1 Basic Exchange Service

5.1.5 Use of Service–Business	
C.	The use of measured or unlimited business exchange service, (except as specified in Section 5.1.5), is restricted to the customer, his agents and employees when engaged in his business; to residential tenants or guests of the customer in clubs, lodging houses, hotels and motels, marinas, fraternity houses, dormitories, nurses' homes and apartment houses; to patients of hospitals; to patrons of the customer in connection with automatic dialing telephone units arranged for the origination of telephone calls only to pre-recorded telephone numbers; to joint users as arranged for; and to business tenants of a PBX customer in the business of providing office, convention, or exhibition space and secretarial service to transients. The use of service by such transients is for short periods not to exceed 30 days.
D.	If a business customer has two or more exchange lines of the same class of service terminating at the same premises and billed from the same Revenue Accounting Office (RAO), one bill, including charges for services associated with such lines, may be rendered.
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5.1.6 Resellers and Shared Tenant Service Providers	
A.	Exchange services may be resold or shared by business customers subject to the terms and conditions specified in Section 1.
B.	Shared tenant service providers may resell or share exchange services at the applicable rates and charges.

5.1.7 Localities and Exchanges of Connection	
A.	When an area which otherwise would constitute one exchange is divided by a state boundary, the additional exchange so formed is referred to as a locality. The exchange that serves the locality is called the exchange of connection.
B.	The location of the customer governs the administration of the appropriate tariff or Product Guide rates, terms and conditions for exchange service, and for services furnished between these exchanges, the area is as if it were one exchange. For other purposes, these exchanges are administered as separate exchanges.

Verizon New England Inc.

5. Exchange Service
5.1 Basic Exchange Service

5.1.7 Localities and Exchanges of Connection	
C.	Each exchange is considered to be in the primary calling area of its paired exchange. Exhibit 5.1.7-1 show localities with their exchange or zone of connection in another jurisdiction and exchanges of connection serving localities in adjoining jurisdictions.
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Verizon New England Inc.

5. Exchange Service
5.1 Basic Exchange Service

5.1.7 Localities and Exchanges of Connection	
Exhibit 5.1.7-1 Localities and Exchanges of Connection	
Locality	Exchanges or Zone of Connection
Blackstone	Woonsocket, RI
North Swansea	Warren, RI Zone
Seekonk	Providence, RI Zone
Southgate	Pawtucket, RI Zone

Verizon New England Inc.

5. Exchange Service

5.2 Application of Rates and Charges

5.2.1 Dial Tone Line	
A.	Unlimited Service Monthly Exchange Rates—All Exchanges— One-party exchange rates consist of two components: dial tone line rates, and usage rates. (D)
B.	Measured Service Monthly Dial Tone Exchange Rates—All Exchanges— Measured service rates consist of the appropriate dial tone line rate and local usage charges. (D)
C.	Business Measured Exchange Rates are offered as follows:
1.	Month-to-month
2.	24-month commitment.
a.	Plan 1 - Early Termination for 24-month Term Agreements in effect beginning July 1, 2006.
(i).	If a customer terminates service prior to completion of the 24-month term commitment period, the customer shall be liable for an early termination charge, except as noted in Section 5.2.1C.2.d. below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC), excluding any promotional discounts, for the remainder of the term. For example: $25\% \times \text{MRC} \times \text{\# of Lines} \times \text{Remainder of Term} = \text{Early Termination Charge}$
(ii).	End of Term Options. Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term: • Renew their term commitment, • Arrange for termination of the service • Convert to month-to-month service In the event the customer does not select one of the above options, the customer will be converted to month-to-month service.
b.	Plan 2 - The following terms apply to customers who subscribe to new service under the 24-month term plan, or those customers with existing lines under Plan 1 who choose to subscribe those lines to a 24-month plan under these terms
(i).	In the event the service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted in Section 5.2.1C.2.c below. The amount of the early termination charge will be 35% of the monthly recurring charge(s) (MRC) excluding any promotional discounts for the line(s) being terminated multiplied by the remainder of the term in months. For example: $\text{Termination Charge} = 35\% \times \text{MRC} \times \text{\# of lines terminating early} \times \text{remainder of term}$ The remainder of term will be calculated based upon the number of days left in the 24-month term divided by 30.
(ii)	End of Term Options: • The plan will automatically renew for another 24-month term under the same terms, except that the monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. In the event the customer terminates service within 30 days before the end of a term to 60 days after the term automatically renews the Termination Liability Charge will be waived.

Effective: June 15, 2018

Verizon New England Inc.

5. Exchange Service

5.2 Application of Rates and Charges

5.2.1 Dial Tone Line	
b. (Cont'd)	
(ii)	The customer may call to arrange for termination of the service or conversion to a month-to-month service at the end of the then current term. The plan will not automatically renew if the customer or the Company contacts the other to cancel within sixty (60) days before the renewal date.
(iii)	Coterminous Lines - The terms and expiration dates of all lines subscribed to or renewed under Plan 2 and within the same account, will be coterminous based upon the date of the first line established. Lines subscribed to under this section 5.2.1.b. may not be combined with features, call plans, usage or other voice services under a term commitment. For lines subscribed to under this section 5.2.1.b., other voice services and/or features may be purchased only on a month-to-month basis
c.	Early termination charges will not be assessed under the following circumstances: - If the rate for the service is increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges; - Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term; - Customer attempts to move the existing service to a new location within Verizon's service area, but the service is unavailable; - Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or, - Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; Verizon's or its wireline affiliates provides the new service via tariff, similar documents, commercial agreements, or on a Customer Specific Pricing (CSP) agreement, 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.
d.	Effective May 17, 2014, Business customers who sign up for the 24-month term option of the local exchange service will receive a waiver of the applicable Element 2 charges associated with the installation or conversion to a 24-month term option. Installation charges for DID service, element charges for moving and premises work charges are not included. Full non-recurring element charges will be charged back when customers leave Verizon or cancel any term line within 12 months after signing up for the 24-month term service. In addition, customers will be subject to termination liability of the 24-Month Term Plan for Business Local Exchange Service.
e.	In the event the customer terminates service within the first 30 days of subscription or automatic renewal, the customer will be liable for the applicable monthly rate incurred by the customer and non-recurring charges; however, the Termination Liability will be waived. If the customer terminates service after 30 days of subscription or automatic renewal but prior to completion of the term commitment period, the customer shall be liable for an early termination charge and non-recurring charges.

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service

5.2 Application of Rates and Charges

5.2.2 Local Messages	
A.	617/508 LATA— Local usage charges for measured service calls are structured on per message/per minute charges with per second timing. For fractions of a minute, charges apply for only the actual seconds used. For timing of per minute rate, see Section 5.1.2B2.
B.	413 LATA— Local usage charges for measured service are structured on per message/per minute charges that vary with peak and off-peak times. For timing of per minute rate, refer to Section 5.1.2B2.
1.	Peak rates apply Monday through Friday 9AM to, but not including 9PM.
2.	Off-peak rates apply Monday through Thursday from 9PM to, but not including 9AM and from 9PM Friday to, but not including 9AM Monday.
3.	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.

5.2.3 Trunk Lines	
A.	Trunk Lines are furnished on a measured or an unlimited service basis in accordance with the service offerings for main telephone exchange service in each exchange.
1.	Business service trunk lines in Metropolitan Boston exchanges and certain other exchanges as specified herein are furnished on a measured service basis only.
2.	Residence service trunk lines may be furnished to an educational institution at its business location, for use solely by its students, faculty members or employees who reside in dormitories or other residential quarters owned, leased or under its control, provided that the educational institution certifies to Verizon in writing that its PBX is partitioned to prohibit stations, other than those used exclusively for residential purposes, from accessing the residence service trunk lines. Verizon retains the right to serve the patrons of the educational institution directly if such users so desire. Residence service trunk lines are limited to customers of record, at existing locations, on or before December 15, 2004.
3.	For trunk lines provided on a measured service basis, the appropriate residence or business dial tone line rate applies. Usage is available at the appropriate rates.
4.	For trunk lines provided on an unlimited service basis, the appropriate residence or business dial tone line rate applies. Residence usage is available at the basic or other service monthly usage rate. Business usage is available at the unlimited Private Branch Exchange (PBU) rates. Unlimited PBU service trunk lines are not available in Metropolitan Boston exchanges or to resellers offering service for public use.

5.2.4 Announcement Lines	
A.	Announcement lines are furnished for the transmission of prerecorded messages. Exchange lines or announcement lines associated with Verizon or customer provided equipment, the primary purpose of which is to transmit a prerecorded message, are not provided on a nonpublished basis. For purposes of identification, customers with telephone service who transmit recorded public announcements over facilities provided by Verizon must include in the recorded message the name of the organization or individual responsible for the service and the address where the service is provided. Customers transmitting factual public announcements such as time, weather, stock market quotations, airline schedules, and similar information are excluded from this condition.
1.	Failure to comply with this provision is cause for termination of service.
2.	In addition to the announcement line monthly rate, the business dial tone line monthly rate also applies.

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service

5.2 Application of Rates and Charges

5.2.5	Door Answering Service Lines
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| A. | Door answering lines provide main telephone exchange service for customer premises equipment, such as a lobby telephone, that is designed to give tenants the capability to deny or allow visitors entry into an apartment building. Monthly rates apply for one-party business exchange service in accordance with the service offerings in the exchange of connection. In exchanges where unlimited business service is not offered a monthly rate per line applies. A business dial tone line monthly rate also applies. |
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5.2.6	Reserved for Future Use
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5.2.7	Reserved for Future Use
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5.2.8	Municipal Calling Service
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| A. | Municipal Calling is a service arrangement provided on a non-optional basis to municipalities served by more than one exchange or locality where toll charges would normally apply to calls between the exchanges or localities serving the same municipality and located within the same LATA. All dial station-to-station service, as defined in Section 9, within a municipality is not chargeable as toll except for calls made to or from foreign exchange lines unless dial tone for the foreign exchange line is provided from a central office serving some portion of the municipality in which the foreign exchange line service address is located. |
| B. | Municipalities, serving exchanges and/or localities where Municipal Calling applies for Verizon exchanges and localities are shown in Exhibit 5.2.8-1. |

Verizon New England Inc.

5. Exchange Service

5.2 Application of Rates and Charges

5.2.8 Municipal Calling Service	
Exhibit 5.2.8-1 Municipalities Calling Service Municipalities and Serving Exchanges and Localities	
Municipality	Serving Exchanges and/or Localities or Portions Thereof
Andover	North Reading, Lawrence, Lowell, Wilmington
Ashburnham	Ashby, Gardner
Belchertown	Belchertown, Amherst, Palmer, Granby (exchange of Granby Telephone Company)
Berlin	Clinton, Hudson
Billerica	Lexington, Lowell
Bolton	Clinton, Hudson
Brewster	Denise, Orleans
Bridgewater	East Bridgewater, Taunton
Brimfield	Monson, Palmer, Sturbridge (InterLATA service provided by other carriers), Warren
Charlton	Leicester, Oxford, Southbridge, Spencer
Chesterfield	Williamsburg, Worthington
Conway	Shelburne Falls, Williamsburg
Cummington	Dalton, Worthington
Dartmouth	Rochester, Westport
Douglas	Uxbridge, Webster
East Bridgewater	Bridgewater, Whitman
Freetown	Assonet, New Bedford
Grafton	Millbury, Upton
Granby	Granby (exchange of Granby Telephone Company), Belchertown, Holyoke
Harvard	Ayer, Littleton, Maynard
Holliston	Framingham, Milford

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service

5.2 Application of Rates and Charges

5.2.8 Municipal Calling Service	
Exhibit 5.2.8-1 Municipalities Calling Service Municipalities and Serving Exchanges and Localities	
Municipality	Serving Exchanges and/or Localities or Portions Thereof
Hopkinton	Framingham, Milford, Holliston, Westboro
Ipswich	Ipswich, Newburyport, Topsfield
Lancaster	Shirley, Clinton, Sterling, Ayer
Lenox	Lenox, Richmond (exchange of the Richmond Telephone Company)
Littleton	Acton, Ayer
Medway	Bellingham, Holliston
Middleborough	Bridgewater, Carver, Wareham
Monson	Hampden, Palmer
Natrick	Dover, Framingham
Norfolk	Medway, Walpole, Wrentham
Northborough	Marlboro, Shrewsbury
Norton	Attleboro, Easton, Taunton
Norwell	Hanover, Rockland, Scituate
Palmer	Ware, Warren, Wilbraham
Petersham	Athol, Barre
Plymouth	Buzzards Bay, Carver, Sagamore, Wareham
Rehoboth	Attleboro, Dighton, Fall River, North Swansea, Seekonk, Southgate
Richmond	Richmond (exchange of the Richmond Telephone Company), Lenox
Rowley	Newburyport, Topsfield
Sandwich	Barnstable, Cataumet
Sharon	Easton, Foxboro, Walpole
Shirley	Lunenburg, Ayer
Sterling	Clinton, Princeton, West Boylston

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service

5.2 Application of Rates and Charges

5.2.8 Municipal Calling Service	
Exhibit 5.2.8-1 Municipalities Calling Service Municipalities and Serving Exchanges and Localities	
Municipality	Serving Exchanges and/or Localities or Portions Thereof
Stockbridge	Housatonic, Lenox
Sudbury	Maynard, Wayland
Swansea	Dighton, North Swansea, Fall River, Seekonk
Tolland	Granville, Otis
Uxbridge	Blackstone, East Douglas, Milford, Whitinsville
Wareham	Buzzards Bay, Marion
Washington	Hinsdale, Lenox
West Brookfield	North Brookfield (InterLATA service between North Brookfield and Ware provided by other carriers), Gilbertville, Ware, Warren
Westford	Acton, Littleton, Lowell
Westminster	Gardner, Princeton
Worthington	Cummington, Huntington

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service

5.3 Exchange Maps

5.3.1 General	
A.	Verizon has filed with the Department a set of maps showing exchange boundaries and rate centers of all exchanges in Massachusetts. Similar maps for local exchanges are maintained in the business offices of Verizon.

Verizon New England Inc.

5. Exchange Service

5.4 Other Adjunct Services

5.4.1 Combination of Main Telephone Exchange Services	
A.	Two or more main telephone exchange services, when located within the same central office area, may be combined on the same line in such a way that the ringing signal for each of the main telephones can be recognized and answered at any of the telephones on the line.
1.	Unlimited and measured services cannot be combined.
2.	When unlimited services are combined the unlimited calling area of each service must be the same, except that if one unlimited calling area is enlarged by Municipal Calling service, the other need not be.
3.	Business and residence services can be combined.
B.	This service is provided only when warranted by special circumstances and if suitable facilities are and continue to be available. A special construction charge applies for such equipment as may be required at any time.
C.	One-party line rates apply for each main telephone on a combined line.
D.	This service is not furnished with foreign exchange service or between central offices.
E.	For a combination of main telephone exchange services furnished subsequent to the initial installation of the associated exchange lines, service charges apply.

5.4.2	Foreign Exchange Service – Effective June 16, 2012, Foreign Exchange Service is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations. Please refer to Part J, Section 1, for additional limitations on the availability of Foreign Exchange 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.
A.	Foreign exchange service is service furnished from an exchange other than that normally serving the area in which the customer is located. Where there is a customer requirement, and suitable facilities are available, this service may be extended to include a third exchange.
B.	This service is intended only for communications in which the customer, or joint users as arranged for, have a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him or by joint users, from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. However, such prohibition shall not apply to international record carriers in the provision of overseas data message service.
C.	Foreign exchange service is furnished either on a measured or unlimited basis in accordance with services offered in the exchange of connection subject to the general terms and conditions governing the furnishing of unlimited and measured service on the same premises, except that when the exchange of connection and one or both locations of the customer are within Metropolitan Boston, foreign exchange business service is furnished only on a measured service basis.
D.	Municipal Calling service is not furnished with foreign exchange service unless dial tone is provided from a central office serving some portion of the municipality in which the foreign exchange line service address is located.

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Verizon New England Inc.

5. Exchange Service

5.4 Other Adjunct Services

5.4.2	Foreign Exchange Service - Effective June 16, 2012, Foreign Exchange Service is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations. 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.	(C) (C)
E.	Foreign exchange service is furnished on a one-party or trunk line basis only.	
F.	Foreign exchange service furnished in connection with Centrex systems is subject to the terms and conditions specified in Part H.	
G.	The rate for foreign exchange service is the rate in effect in the foreign exchange for the class of service furnished. In addition, rates and charges also apply for extension service or for terminations in equipment, such as 1A Series key telephone systems, at the customer's premises.	
H.	Foreign exchange service mileage charges and local channel charges to serve a customer's location in a third exchange are as specified in Part B for Private Line Type 2006 or Private Line Type 5206 channels.	

5.4.3	Foreign Central Office Service - Effective June 16, 2012, Foreign Central Office Service is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations. 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.	(C) (C)
A.	Foreign central office service is exchange service that allows a customer in a multicentral office exchange to be served by a central office other than that normally serving the customer's area within the exchange.	
B.	Foreign central office service is furnished on either a measured or unlimited basis in accordance with service offered in the exchange.	
C.	Foreign central office service is furnished on a one-party line or trunk line basis only.	
D.	The monthly rate is the rate in effect in the exchange for the class of service furnished.	
E.	Foreign central office service mileage charges are as specified for Private Line Type 2006A channels.	

5.4.4	Joint User Service
A.	Joint User Service is limited to customers of record, at existing locations, on or before December 15, 2004.
B.	Joint user service is a shared service arrangement that permits a business customer's exchange service to be used, when designated by the customer, by individuals, firms or corporations not associated with the customer in business.
C.	Joint user service is not furnished to transient tenants of a customer primarily engaged in the business of renting office space.
D.	Joint user service entitles the joint user to one directory listing in the alphabetical section of the directory. Additional listings are available at the additional listing rate.

Effective: February 13, 2026

Verizon New England Inc.

5. Exchange Service

5.4 Other Adjunct Services

5.4.4 Joint User Service	
E.	If a joint user of unlimited business service or PASL service not located in the same room or suite of rooms as the customer, a telephone of the customer's service must be located on the joint user's premises. Joint user service in connection with foreign exchange or foreign central office services or with extension line service permanently bridged to main exchange lines is furnished only when the joint user is located in the same room or suite of rooms as the customer's listed location.
F.	Applications for joint user service, and for additional service and equipment in connection therewith, must be executed by the customer who is responsible for payment of all charges incurred.
G.	The total charges for telephone service allocated by the customer among the customer and the joint users cannot exceed the charges of Verizon to the customer as set forth in this Product Guide.
H.	Joint users of a customer's service must have the option of obtaining service, in addition to or in lieu of joint user service, directly from Verizon.
I.	The rate for Joint User service in connection with Centrex service is equivalent to that applicable for PBX service.
J.	In addition to the monthly rates for this service, service charges also apply.

5.4.5 Dormitory Communication Service (DCS)	
A.	DCS is available as an independent system to public or private educational institutions for residential use by students, faculty members, or employees who reside in dormitories or other residential quarters owned, leased, or under control of the educational institution. DCS is limited to customers of record, at existing locations, on or before December 15, 2004.
1.	DCS is furnished to an educational institution upon the condition that provision and use of the service is not subject to any charge by the educational institution in excess of the applicable charges specified in this Product Guide.
2.	All DCS lines furnished to an educational institution must be located in a room, apartment, or suite occupied by one or more persons as residential quarters, and any additional telephones on the line are limited to such quarters.
B.	DCS is offered where sufficient and suitable outside plant and central office equipment are and continue to be available to provide service regularly furnished by Verizon.
C.	DCS is furnished from central office equipment located on Verizon premises and associated facilities arranged to provide the equivalent of one-party unlimited residence main telephone exchange service in all area or Metropolitan service in Metropolitan Boston exchanges, Burlington, Lynn, and Saugus. The local calling area for DCS is the same as the specified for residence main telephone service. DCS is also furnished to provide eastern LATA unlimited calling plan, call around 413 plus, and measured circle calling services where offered.

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service

5.4 Other Adjunct Services

5.4.5 Dormitory Communication Service (DCS)	
D.	Billing Options— The educational institution is responsible for the ordering of services and may elect one of the following billing options.
1.	Option 1— All charges except those for toll messages, telegrams, cablegrams, radiograms, restoral of service charges and local usage charges are billed to the education institution. Charges for toll messages, telegrams, cablegrams, radiograms, restoral of service charges and local usage charges are billed to the occupants of the room, apartment or suite.
2.	Option 2— All charges including those for toll messages, telegrams, cablegrams, radiograms, restoral of service charges and local usage charges are billed to the occupant of the room, apartment or suite.
E.	The person-or-persons to whom the bill is rendered is liable for payment of all charges in compliance with the General Terms of Service contained in Section 1.
F.	The educational institution will render assistance to Verizon in the collection of charges billed to the occupant of the room, apartment, or suite. The type and extent of assistance rendered will be negotiated between Verizon and the educational institution.
G.	Monthly Rates
1.	Option 1— The monthly rate for a DCS line is the same as that for similar one-party residence main telephone exchange service less \$0.10.
2.	Option 2— The monthly rate for a DCS line is the same as that for similar one-party residence main telephone exchange service.
H.	Temporary Suspension of Service— DCS lines may be temporarily suspended, subject to the terms and conditions specified in Section 3.
I.	Directory Listings in the alphabetical section of Verizon directory are furnished at rates and charges for additional directory listings for residence service.
J.	Service Charges for residence service apply, as appropriate. Rates and charges apply for services and equipment as specified elsewhere.
K.	Tie Lines— Where the DCS central office equipment has Centrex service capabilities, tie lines may be furnished, between the switching system of the educational institution and the DCS central office equipment. If tie lines are provided, the educational institution's stations are not permitted access to exchange and toll connections via the DCS central office equipment. At the option of the educational institution, DCS lines may be permitted access to exchange and toll connections via the educational institution's switching system. Tie line terminals are provided as specified in Part H, for dial-type tie line terminations as required for Centrex service.
1.	Tie lines are provided at rates and charges for Private Line Type 2001B channels, specified in Part B for the local and interexchange facilities, as required, to provide each tie line between DCS and the educational institution's switching system.

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service

5.5 Directory Listing Service

5.5.1 Description	
A.	Rates, terms and conditions for listing services are applicable only to listings in the alphabetical directories.
B.	Directory listings are intended solely as an aid to the use of telephone service and are therefore limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the customer does business.
C.	A listing is limited to one line in the directory, except where in the judgement of Verizon more than one line is required to identify the customer properly. In such cases, the additional lines required are provided at no extra charge.
D.	Listing services are available with all classes of main telephone exchange service and with interexchange services provided by other carriers.
E.	Dual name listings are available for residence service customers as an initial or an additional listing.
1.	The Element 1 service charge does not apply for conversion of existing listings to dual name listings.
F.	Listing information (name, address, and telephone number) may be displayed on a call-by-call basis at Public Safety Answering Point (PSAP) locations where Emergency Number 911.
G.	Directory listings must conform to Verizon's specifications with respect to its directories.
H.	Verizon's liability arising from errors or omissions in initial directory listings in the primary directory shall be limited to an amount not to exceed one-half the amount of the exchange service charges for main telephone exchange lines, PBX trunks, and Centrex main station lines during the period covered by the primary directory.
1.	For charged directory listings, the liability of Verizon is limited to an amount not exceeding the amount of charges for the charged listing or listings involved, during the period covered by the directory in which the error or omission occurs.
I.	Service charges apply in addition to the monthly rates.

(C)

5.5.2 Initial Listings	
A.	One listing, termed the initial listing, is included with each customer's service, with the initial line of a line hunting group, with each joint user service, and with each Distinctive Ring service number, as specified in Section 7.

Effective: April 17, 2018

Verizon New England Inc.

5. Exchange Service

5.5 Directory Listing Service

5.5.2 Initial Listings	
B.	Dual name listings are alphabetical by the surname and the first given name or initials, and contain the following.
1.	The first name, or first name and middle initial, or first initial and middle name, or initials only, of two individuals who have the same surname and reside at the same address.
2.	The first name, or first name and middle initial, or first initial and middle name, or initials only, and the married name of a woman.
3.	Two names for one person, who may be referred to by either, with the same surname.
C.	Initial listings for interexchange services or other carriers are provided at rates and charges applicable to additional listings.
D.	One alphabetical directory listing per subscriber service in Verizon directory serving the end office or in each Verizon directory covering the areas served by the Tandem office up to a maximum of nine directories is included with Circuit 9 service.

5.5.3 Additional Listings	
A.	Additional listings are confined to the names of those who are entitled to use the customer's service, except that business tenants of a customer in the business of renting short term office space will not be furnished additional listings.
B.	Additional listing are included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only.
C.	Additional dual name listings, provided with an initial listing, list the second name (or initials) first and the listing is alphabetized accordingly in the directory; charging for this listing always commences with the delivery date of the issue of the directory in which the listing first appears.
D.	The monthly rate for an additional listing, or an additional dual name listing provided for a name that is not part of the initial listing, commences the day after the directory assistance records are posted. Directory assistance records are posted either as of the delivery date of the issue of the directory in which the listing first appears, or at any earlier practicable date selected by the customer.
E.	If an additional listing is ordered discontinued after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear, the monthly rate continues only to the date of cancellation by the customer, with a minimum service period of one month.

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service

5.5 Directory Listing Service

5.5.4 Nonpublished Service

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| A. | Telephone numbers of nonpublished service are not listed in Verizon's directories or on directory assistance records. Listing information (name, address and number) on nonpublished service is not available to the general public, notwithstanding any claim of emergency the calling party may present. |
| B. | Liability for damages arising from publishing the telephone number of nonpublished service in the directory or by the disclosing of said number to any person cannot be attached to Verizon. |
| C. | The customer indemnifies and saves Verizon harmless against any claims for damages caused by the publication of the number of a nonpublished service or by the disclosure of said number to any person. |

5.5.5 Nondirectory Listed Service

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| A. | Telephone numbers of nondirectory listed service are omitted or deleted from Verizon's alphabetical directory, however, they are carried in Verizon's directory assistance and other records and are given to any calling party. |
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5.5.6 Nonlisted Service

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| A. | Telephone numbers of nonlisted service are not listed in Verizon's directories or on the directory assistance records. Nonlisted service is available if the customer has other exchange service which is listed in the directory or is on directory assistance records in the same name and at the same address. There are no restrictions against furnishing name, address, or number information for nonlisted service. |
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Verizon New England Inc.

5. Exchange Service

5.6 Directory Assistance Service

5.6.1	Description
A.	Verizon furnishes directory assistance service to aid customers in determining telephone numbers. Directory assistance service provides the following types of information:
1.	The requested telephone number when the customer furnishes a city, state and listed name.
2.	The business name and telephone number when the customer does not provide a listed name and requests a category or type of business search (business category search).
B.	Rates apply to calls originated in Massachusetts that are placed to appropriate telephone numbers associated with the provision of directory assistance service for Massachusetts. Certain calls as described in Section 5.6.3 are exempt from the applicable rates.
C.	Callers may request a second listing by remaining on the line after receiving their first listing. No more than two telephone numbers may be requested per call to directory assistance service for requested telephone numbers when the customer furnishes a city, state and listed name. No more than two business category searches may be requested per call to directory assistance service. For each business category search request, the operator may respond with up to three random listings. A listing is the name and telephone number. A request can be for either a local or a national business. Each request for a business category search is considered one call to directory assistance service for billing purposes.
D.	A call to directory assistance is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance.
E.	Directory assistance service for Massachusetts listings located outside a customer's LATA is not available from the following services.
1.	Dormitory Communications service (DCS) Lines
2.	Toll denied or restricted lines
3.	Hotel/motel and hospital toll access trunk lines that are routed to special operator equipped locations
4.	Public Access Smart-Pay Lines (PASL)
5.	Public Access Lines (PAL)
F.	Directory assistance service for Massachusetts listings located outside a customer's LATA is available only on a direct dialed basis and may not be alternately billed.

5.6.2	Call Allowance
A.	In order to accommodate situations such as directory inaccessibility, numbers not found in the directory, etc., an allowance consisting of a number of calls (which may be either directly dialed or operator dialed) to directory assistance service is provided as follows.
1.	Ten calls for each residence exchange line, business main telephone exchange service line, business PBX trunk line, DCS line, or Student Centrex main station line per billing period.
2.	The call allowance for Centrex main station lines is ten calls per equivalent number of PBX trunks. The number of equivalent PBX trunks for each Centrex system is determined in accordance with the PBX Equivalency Table in Part H, Section 4. (e.g., a Centrex system consisting of 114 Centrex main station lines, the equivalent number of PBX trunks is 17 and the call allowance is 170 per billing period).

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service

5.6 Directory Assistance Service

5.6.2 Call Allowance	
A. (Continued)	
3.	The call allowance for residence PBX main station lines is ten calls per billing period. The number of residence PBX main station lines to which the allowance applies is determined in accordance with the PBX Equivalency Table. Where a range in the number of main station lines is indicated, the midpoint in the range for the corresponding PBX trunk configuration applies, (e.g., for eight trunks the number of main station lines is 22 to 28 and the number to which the allowance applies is 25 for a total call allowance of 250 per billing period).
4.	Each request for a business category search is considered one call to directory assistance service for billing purposes.
B.	If a customer has two or more main telephone exchange service lines, Centrex station lines, or PBX trunk lines terminating at the same premises, connected to the same central office, in the same billing period and billed to the same number, the total allowance is applied to the total usage for the lines or trunks involved.

5.6.3 Exemptions	
A.	Directly dialed calls to directory assistance are exempt from directory assistance rates and regulations when placed from the following locations.
1.	A residential main telephone exchange line, which is in the name of an elderly person aged 65 years or older, or single line registered business or residence main telephone exchange line of a handicapped user. A business or residence main telephone exchange line may be registered for exemption with Verizon in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by The Federal Register, Volume 35 No. 126.
2.	Handicapped users on multi-line systems will obtain personal exemptions and may reach directory assistance without a charge by dialing zero "0" and informing the operator that they are handicapped and require assistance.
B.	All directory assistance calls originated from exchange lines of the Commonwealth and its political subdivisions are exempt.
C.	Calls to directory assistance service requesting nondirectory listed or nonpublished service telephone numbers are exempt.
D.	Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line and not directly dialed will also be exempt.

5.6.4 Application of Rates and Charges	
A.	Directory assistance calls, in excess of the call allowance, requesting a combination of Massachusetts listings within and outside a customer's LATA incur the higher rate.

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service

5.7 Operator Call Completion Service

5.7.1	Description
A.	This service provides customers who have received a requested intraLATA telephone number from directory assistance service, the option of having an intraLATA call dialed and completed to that requested telephone number, where suitable facilities exist.
B.	Operator Call Completion is available with all telephone numbers in Verizon's directory assistance service data base except the following numbers. 1. InterLATA numbers 2. 700, 800 and 900 numbers 3. 976 and 540 (IDS) numbers 4. 920 and 970 (Circuit 9 service) numbers 5. 550 (GBS) numbers 6. Nonpublished service numbers.
C.	For customers requesting more than one directory assistance number, the Operator Call Completion option is available only to the last telephone number request.
D.	This service is available to residence and business customers on a direct billed.
E.	IntraLATA calls completed through the use of operator call completion will be carried by Verizon, notwithstanding the identity of the presubscribed intraLATA carrier selected by the customer.

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5.7.2	Application of Rates and Charges
A.	The charge for Operator Call Completion is in addition to the applicable direct dialed or operator assisted directory assistance service rates, local usage charges, Message Telecommunications Service (MTS) rates.
B.	The charge for Operator Call Completion applies for each call dialed and completed for the customer except when the calling party is identified as being handicapped and unable to dial the call because of the handicap.

(D)

Effective: August 8, 2016

Verizon New England Inc.

5. Exchange Service
5.8 Reserved for Future Use

5. Exchange Service
5.9 Reserved for Future Use

(C)

5.9.1		(D)
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Verizon New England Inc.

5. Exchange Service
5.9 Reserved for Future Use

(C)

5.9.2		(D)
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1.		
2.		(D)
a.		
b.		
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Verizon New England Inc.

5. Exchange Service

5.10 Local Service Provider Freeze (LSPF)

5.10.1 Description	
A.	LSPF is available to residence and business end-user customers as a means of protection from changes to their local service provider being made without their consent. This freeze prevents a change in the end user's local service provider unless such a change is requested by the end-user.
B.	Verizon will only discuss LSPF with customers when the customer initiates a slamming inquiry or local slamming to a customer's account has occurred. Discussions with the customer will provide an explanation of what an LSPF is and what services may be subject to an LSPF, a description of the specific procedures necessary to lift the freeze, and an explanation that the customer will be unable to make a change in their local service provider selection unless they lift the freeze.
C.	The LSPF can be activated or removed independently of other preferred carrier freezes. The LSPF is not a default and cannot be automatically applied to customers who have other preferred carrier freezes.
D.	Competitors of Verizon can activate or remove an LSPF on their end-user's account through the local service request process. Access to LSPF information is available to competitors of Verizon on customer service records prior to the issuance of a service order. This information is accessible by local exchange carriers at the time of customer contact, with the authority of the prospective customer.

5.10.2 Responsibility of Verizon	
A.	Verizon will not actively promote LSPF.
B.	Activating and Verifying an LSPF— Verizon will accept the subscriber's written and signed authorization, or verbal authorization to activate the LSPF. Verizon will verify verbal LSPF activations via a third party verifier (TPV). The TPV will be registered with the DTC, and the TPV's agent will obtain appropriate verification data from the customer.
C.	Removal of the LSPF
1.	Verizon will accept the subscriber's written and signed authorization, or verbal authorization to remove the LSPF.
2.	Verizon will permit submitting carriers to conduct a three-way conference call with Verizon and the subscriber.
3.	A Verizon customer may remove the LSPF by accessing Verizon's secured web site.

5.10.3 Application of Rates and Charges	
A.	No charges apply for LSPF.

Effective: January 1, 2015

Verizon New England Inc.

5. Exchange Service**5.11 Optional Bypass of the Automated Directory Assistance (SSDAS)**

5.11.1	Description
A.	Optional Bypass of the Automated Directory Assistance- this service is offered, subject to availability. Customers requesting Directory Assistance service will hear an automated message that gives them the option of saying 'Operator' or dial '0' and being immediately transferred directly to a live operator. This is a customer election, an option. If the customer elects this option, they will be transferred to an Operator and billed accordingly. Otherwise, the customer will negotiate the automated Directory Assistance service.
B.	Exemptions— The following exemptions apply to the Optional Bypass of the Automated Directory Assistance Services: 1. Directly dialed calls to directory assistance are exempt from the Optional Bypass of the Automated Directory Assistance rates and terms and conditions when placed from the following locations. a. A residential main telephone exchange line, which is in the name of an elderly person aged 65 years or older, or single line registered business or residence main telephone exchange line of a handicapped user. A business or residence main telephone exchange line may be registered for exemption with Verizon in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by The Federal Register, Volume 35 No. 126. b. Handicapped users on multi-line systems will obtain personal exemptions and may reach directory assistance without a charge by dialing zero "0" and informing the operator that they are handicapped and require assistance. 2. All directory assistance calls originated from exchange lines of the Commonwealth and its political subdivisions are exempt. 3. Calls to directory assistance service requesting nondirectory listed or nonpublished service telephone numbers are exempt. 4. Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line and not directly dialed will also be exempt. 5. Bypass of the Automated Directory Assistance calls are exempt from Call Allowance

(D)

5.11.2	Application or Rates and Charges
A.	Optional Bypass of the Automated Directory Assistance Service— If the customer elects this option, a charge will apply per call.

Effective: June 1, 2017