

Verizon New England Inc.

9. Message Telecommunications Service (MTS)**9.1 Description**

Rates and charges for services explained herein are contained in Part M Section 1.9.

9.1.1 General	
A.	This Product Guide applies to MTS furnished or made available by Verizon over facilities, wholly within or partly within and partly without the Commonwealth of Massachusetts, between two or more points within the Commonwealth of Massachusetts where the respective rate centers of such points are also located within a Local Access and Transport Area (LATA) in the Commonwealth.
B.	MTS is that of furnishing facilities for telephone communication between local service areas in accordance with the terms and conditions and system of charges specified herein.
C.	Service is available to and from customers of a miscellaneous common carrier with which arrangements have been made for the interchange of telephone traffic and is furnished through interconnecting equipment and connecting channels provided by Verizon. The rates between the applicable wire telephone rate center and the rate center of the miscellaneous common carrier are the rates specified in this Product Guide for MTS. The rate center of the miscellaneous common carrier is the wire telephone rate center of the Verizon serving exchange. An additional charge that the miscellaneous common carrier bills to and collects from its customer is applicable to the remainder of the haul as specified in the tariffs or other documents of the miscellaneous common carrier.
D.	Following are the types of services available. With regards to the service types listed below, all service types, are offered on both a customer dialed and operator dialed basis.
1.	Station-to-Station
2.	
3.	
4.	
5.	Coin Paid Station-to-Station

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(D)(D)
(D)
(D)

9.1.2 Customer Dialed Classes of Service	
A.	Station-to-Station Service rates apply to a call that is dialed and completed by a customer without the assistance of an operator.
1.	The services of an operator are not used to complete such a call or to furnish any information or assistance relating to billing or charges for such a call, except for the following circumstances.
a.	An operator will place a call for a calling party who identifies himself as being handicapped and unable to dial the call because of the handicap.

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9.1.2 Customer Dialed Classes of Service		
D.	Coin Paid Station-to-Station Service rates apply to a station-to-station call dialed by the customer where the money for the initial period is deposited in a PASL payphone coin box.	
E.		(D) (D) (D)
9.1.3 Operator Dialed Classes of Service		
A.	Station-to-Station Service rates apply to a station-to-station call when the operator dials the called telephone number, other than as excepted in Section 9.1.2A, or to calls which involve a request for information relating to the billing or charges for a call.	
B.		(D)
C.		
1.		
2.		
3.		
D.	Coin Paid Station-to-Station Service rates apply to a station-to-station call which is dialed by the operator where the money for the initial period is deposited in a PASL payphone coin box. However, this class of service does not apply for the operator services specified in Section 9.1.2A when used with customer dialed coin paid station-to-station service.	(D)

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9. Message Telecommunications Service (MTS)
9.2 Responsibility of Verizon

9.2.1 Collection of Charges		(D)
A.		(D)
B.		
1. The called telephone (i.e., charges may be reversed) if the charges are accepted at the called telephone		
2.		(D)
C.		(D)

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9. Message Telecommunications Service (MTS)
9.3 Responsibility of the Customer

9.3.1 Customer Equipment

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| A. | Customer provided terminal equipment and multi-line terminating systems may be used in connection with MTS subject to the terms and conditions specified in Section 4. |
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9. Message Telecommunications Service (MTS)

9.4 Terms and Conditions

9.4.1 Resale and Sharing	
A.	MTS may be resold or shared by business service customers subject to the terms and conditions specified in Section 1.

9.4.2 Timing of Messages	
A.	Except as specified herein, on all station-to-station calls, chargeable time begins when the connection is established between the calling telephone and the called telephone, miscellaneous common carrier mobile radio system, or PBX system.
B.	On person-to-person calls, chargeable time begins when connection is established between the calling person and the particular person or stations specified or an agreed alternative.
C.	When exchange telephone service used for MTS is directly connected (i.e., not connected through a multi-line terminating system or terminal equipment) at a customer's premises to a communications system not subject to Part 68 of the FCC's Rules and Regulations, chargeable time for all classes of service begins when a call from the telecommunications network terminates in or passes through the first multi-line terminating system or terminal equipment on that communications system not subject to Part 68. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telecommunications service so that chargeable time may begin.
D.	Chargeable time ends when the calling telephone hangs up thereby releasing the network connection. If the called telephone hangs up but the calling party does not, chargeable time ends when the network connection is released, either by automatic timing equipment in the telecommunications network or by an operator.

9.4.3 Time Periods	
A.	Schedules One, Three and Five— For Schedules One, Three and Five MTS calls, the date, day, and time when the initial connection occurs and when each additional minute begins determine the application of rates. Day Rates apply Monday through Friday from 8AM to, but not including 5PM. Evening Rates apply Sunday through Friday from 5PM to, but not including 11PM. - On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day, Labor Day, or on resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, or July 4, respectively, the holiday rate is the evening rate, unless a lower rate would normally apply. Night and Weekend Rates apply Sunday through Thursday from 11PM to, but not including 8AM of the following day, and from 11PM Friday to, but not including 5PM Sunday.

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9.4 Terms and Conditions

9.4.3 Time Periods	
B.	Schedule Four, Six, and Seven— For Schedules Four, Six, and Seven MTS calls, the date, day, and time when the initial connection occurs and when each additional minute begins determine the application of rates.
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.
a.	On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day, Labor Day, or on resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, or July 4, respectively, the holiday rate is the off-peak rate.

9.4.4 Determination of Rate Airline Miles—Schedule One	
A.	MTS rates between points (cities, towns, or localities) are based on the airline distance between rate centers. In general, each point is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.
B.	For the purpose of determining rate distances, a vertical V and horizontal H coordinate system is used. The V&H system consists of a series of coordinates which represents a theoretical grid of vertical and horizontal lines covering the Commonwealth of Massachusetts. The spacing between these lines is about 1,670 feet, and an intersection of any two grid lines represents the center of an area approximately 1/10 of a square mile designated by two coordinates.
1.	The location of a rate center expressed in latitude and longitude is converted mathematically to its grid location, that is, V and H coordinates (vertical and horizontal). These coordinates permit calculation of the distance between any two such rate centers.
C.	To determine the rate distance between any two rate centers, compute airline mileage distances for use with Message Toll Telephone service (Long Distance MTS) in accordance with the following steps.
1.	Obtain the V and H coordinates for each rate center.
2.	Obtain the difference between the V coordinates of the two rate centers. Obtain the difference between the H coordinates. The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.
3.	Divide each of the differences obtained by three, rounding each quotient to the nearer integer.
4.	Square the two integers obtained and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained by three and repeat Step 4. Repeat until the sum of the squares is less than 1778.

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9.4 Terms and Conditions

9.4.4 Determination of Rate Airline Miles—Schedules One and Two	
C.	(Continued)
5.	The number of successive divisions by three in Steps 3 and 4 determine the value of N. Multiply the final sum of the two squares obtained in Step 4 by the multiplier specified in Exhibit 9.4.4-1 for this value of N.
6.	Obtain the square root of product in Step 5 and with any resulting fraction, round up to next higher integer. This is the message rate mileage except that when the mileage so obtained is less than the minimum rate mileage shown in Step 5, the minimum rate mileage corresponding to the N value is applicable.
D.	An alphabetical list of each exchange in the Commonwealth of Massachusetts with its corresponding V and H coordinates is included in NECA Tariff FCC No. 4, and is incorporated herein by reference.

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9.4 Terms and Conditions

9.4.4 Determination of Rate Airline Miles—Schedules One and Two		
Exhibit 9.4.4-1 Determination of Rate Airline Miles—Schedule One and Two		
N	Multiplier	Minimum Rate Mileage
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361
5	5904.9	1081
6	53144.1	3241

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9. Message Telecommunications Service (MTS)

9.5 Rates and Charges

9.5.1	Description
A.	Schedule One MTS rate applies in the 128 LATA to customer dialed station-to-station sent-paid calls originating from PASL payphones.
1.	In addition to the appropriate initial period rate an incremental charge as described in Section 9.5.2F applies to the class of service specified in Section 9.5.1I.
B.	Schedule Two MTS rates apply to all MTS usage in the 128 LATA originating from residence service lines for which Schedule Five charges do not apply, to all MTS usage in the 128 LATA originating from PASL payphones for which Schedule One charges do not apply and to all MTS usage in the 128 LATA originating from business service lines for which Schedule Three charges do not apply.
1.	In addition to the appropriate initial period rate an incremental charge as described in Section 9.5.2F applies to the class of service specified in Section 9.5.1I.
C.	Schedule Three MTS rates apply in the 128 LATA to customer dialed station-to-station sent-paid calls originating from business service lines, operator dialed station-to-station sent-paid calls originating from business service lines when facilities are not available for customer dialed completion, and operator dialed station-to-station sent-paid calls originating from business service lines for handicapped persons unable to dial because of their handicap. Schedule Three usage charges apply as appropriate, when intraLATA calls originated over a WATS Access Line (WAL)* provided under the provisions of Verizon Tariff FCC No. 11 are completed by Verizon. These charges will be billed to the originating customer.
D.	Schedule Four MTS rates apply in the 413 LATA to customer dialed station-to-station sent-paid calls originating from residence service lines, operator dialed station-to-station sent-paid calls originating from residence service lines when facilities are not available for customer dialed completion, operator dialed station-to-station sent- paid calls originating from residence service lines for handicapped persons unable to dial because of their handicaps.
E.	Schedule Five MTS rates apply in the 128 LATA to customer dialed station-to-station sent-paid calls originating from residence service lines, operator dialed station-to-station sent-paid calls originating from residence service lines when facilities are not available for customer dialed completion and operator dialed station-to-station sent-paid calls originating from residence service lines for handicapped persons unable to dial because of their handicaps.

* 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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9.5 Rates and Charges

9.5.1	Description
F.	Schedule Six MTS rates apply in the 413 LATA to customer dialed station-to-station sent-paid calls originating from business service lines, operator dialed station-to-station sent-paid calls originating from business service lines when facilities are not available for customer dialed completion, and operator dialed station-to-station sent-paid call originating from business service lines for handicapped persons unable to dial because of their handicaps.
1.	Schedule Six usage charges apply as appropriate, when intraLATA calls originated over a WATS Access Line (WAL) *provided under the provision of Tariff FCC No. 11 are completed by Verizon. These charges will be billed to the originating customer.
G.	Schedule Seven MTS rates apply to all MTS usage in the 413 LATA originating from residence service lines for which Schedule Four charges do not apply, to all MTS usage in the 413 LATA originating from business service lines for which Schedule Six charges do not apply, and to all MTS usage in the 413 LATA originating from PASL payphones for which Schedule Eight charges do not apply.
1.	In addition to the appropriate initial period rate an incremental charge as described in Section 9.5.2F applies to the class of service specified in Section 9.5.1H.
H.	Schedule Eight MTS rates apply in the 413 LATA to customer dialed station-to-station sent-paid calls originating from PASL payphones.
1.	In addition to the appropriate initial period rate an incremental charge as described in Section 9.5.2F applies to the class of service specified in Section 9.5.1I.

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Effective: February 13, 2026

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9. Message Telecommunications Service (MTS)**9.5 Rates and Charges**

9.5.1	Description	
I.	Incremental Charges —An incremental charge applies in addition to the appropriate initial period rate or per message charge for the customer dialed and operator dialed calls listed below.	
1.	Customer Dialed — Coin paid station-to-station calls.	(D)
2.	Operator Dialed —Station-to-station and coin paid station-to-station.	(D)
J.	Adjustments when appropriate are applied by deducting minutes or seconds as applicable from the call termination time.	

9.5.2	Application	
A.	Customer Dialed rates, apply when the calling party actually dials the called party's telephone number.	(D)
B.	Operator Dialed rates apply when the calling party dials zero for operator and the operator dials the called party's telephone number.	(D)
C.	Schedule One Initial Period rates for all classes of service are for telephone connections of one minute or any fraction thereof. The charge for the initial period is the initial period billing rate applicable for the time period in which the message connect time occurs.	
D.	Schedule One Overtime Period rates for all classes of service are for each additional minute or any fraction thereof that the telephone connection continues beyond the initial period. Overtime rates are the same for all classes of service and are governed by the rate period in which each additional minute begins.	
E.	Schedule Three, Four, Five, Six and Seven charges consist of a per message and per minute rates. Per minute rates for Schedules Three, Four, Five, Six and Seven MTS are for each minute of connection. For Schedule Four coin sent-paid calls, per minute rates apply for each minute or fraction thereof of connection. Except as previously specified for Schedule Four coin sent-paid calls, for Schedule Three, Four, Five, Six and Seven messages, charges for each individual call will be determined based on the actual conversation time of each call in one second increments.	
F.		(D)
		(D)
		(D)

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9. Message Telecommunications Service (MTS)**9.5 Rates and Charges**

9.5.2 Application	
G.	Incremental Charges— On customer dialed or, coin paid station-to-station, and operator dialed station-to-station calls an incremental charge applies in addition to the appropriate initial period rate or per message charge. The customer dialed incremental charge may apply on certain operator dialed calls as excepted in Section 9.1.3A. When more than one class of service is involved, only the higher incremental charge is applicable. (D) (D)
H.	Accumulation of Charges— At the end of the customer's billing periods when the total charge for MTS would result in fractions of a cent being billed, the total of itemized calls will be rounded to the nearest cent for billing purposes.

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9. Message Telecommunications Service (MTS)

9.6 Message Telecommunications Service for Disabled Persons

9.6.1	Description
A.	Reduced MTS charges apply if a residence service customer, or a member of a residence service customer's household, is certified as having a disability that requires the use of a Telecommunications Device for the Deaf (TDD) for communicating over the telecommunications network.
1.	TDD is a generic term describing keyboard devices specifically designed or modified for the purpose of assisting deaf people to communicate with others over the telecommunications network. These include such devices as teleprinters or other keyboard units that use Cathode Ray Tubes (CRTs) or Light Emitting Diodes (LEDs) to display messages. These devices may also be used by persons with other disabilities who require a keyboard and visual display to communicate with others over the telecommunications network.
B.	Certification of the disability requires the completion of an application form certified by a physician, otolaryngologist, licensed speech language pathologist, audiologist, or authorized agency.
1.	An application must be renewed every two years. A renewal application does not require recertification.

9.6.2	Application of Rates and Charges
A.	Reduced charges apply only to customer dialed station-to-station messages. Reduced charges apply only to messages originated from one line designated as the customer's residence service.
1.	617/508 LATA— Evening rates apply to message time occurring during the day time period. Night and weekend rates apply to message time occurring during the Evening time period. A 70% discount to the day rates applies to message time occurring during the night and weekend time period. Reduced charges apply only to messages originated from one line designated as the customer's residence service.
2.	413 LATA— 413 LATA rates are applied on a per message, per minute basis for peak and off-peak periods.

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9. Message Telecommunications Service (MTS)**9.7 Reserved For Future Use**

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9.7.1 Reserved For Future Use		(T)
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B.		
1.		
2.		
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