

Verizon New England Inc.

3. Element, Premises Work and Other Service Charges

3.1 Description

Service charges referred to herein are contained in Part M, Section 1.3.

3.1.1 General	
A.	Service charges apply for ordering, installing, moving, changing, rearranging, or furnishing of telephone service and other telephone facilities. Service charges are categorized as follows.
1.	Element 1—Service Ordering
2.	Element 2—Central Office Line Connection
3.	Premises Work
B.	Other Services—Charges
1.	Restoral of Service
2.	Temporary Suspension of Service
3.	Establishment of Signal Power Levels
4.	
5.	Rewire
6.	Jack Equipment

(D)

3.1.2 Element Charges	
A.	Element 1 Service Ordering Charge— When work is performed by Verizon in connection with the receiving, recording, and processing of customer requests for service, this charge is applicable. The charge applies only to business customers per customer request.
1.	Different rates apply for requests to establish service or move service to another premises versus all other kinds of service activity.
B.	Element 2 Central Office Line Connection Charge— When work is performed by Verizon for arranging an exchange line to provide service between the central office and the customer's premises, this charge is applicable. The charge applies for work including but not limited to the following activities.
1.	Making and changing connections in the central office.
2.	Making and changing connections in distribution facilities between the central office and the customer's premises, including necessary cross connections and line and station transfers.

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3.1 Description

3.1.3 Premises Work Charges	
A.	These charges are a Time and Material (T&M) charging plan. Premises work charges apply for billable premises work done by Verizon, at the customer's premises, at the customer's request. Billable premises work includes work preparation, actual work, and clean up, but excludes work required to establish network access to the network interface. Incidental material, other than jack equipment, used with premises work is included in the charge for time spent.
3.1.4 Other Service Charges	
A.	Restoral of Service— Service temporarily interrupted for nonpayment of bills will be restored upon payment of all charges due as if there had been no interruption. An additional charge applies for restoring service for each residence or business account. An account may consist of a main telephone exchange line, all trunks of a Private Branch Exchange (PBX), or a private line channel or service.
1.	If service is temporarily interrupted and payment is not received within approximately ten days following the interruption, Verizon reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.
B.	Temporary Suspension of Service— Refer to Section 3.2.2 for applicable terms and conditions.
C.	Establishment of Signal Power Levels— If the network protection criteria, (as specified in Section 4) are to be used at a specified location in connection with acoustic or inductive connections, a charge applies to each exchange line requiring the establishment of signal power levels at the output of the network control signaling unit.
1.	The establishment of signal power levels nonrecurring charge is not applicable if the work is performed at the same time the exchange line is installed.
D.	Rewire— Refer to Section 3.2.4 for applicable terms and conditions.
E.	Jack Equipment— Standard voice or data jacks are required by the FCCs Registration Program to connect registered terminal equipment and multi-line terminating systems to the telecommunications network. Weatherproof jack equipment is required for terminating lines at an exposed outdoor location.

Effective: January 1, 2015

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3.2 Terms and Conditions

3.2.1 Service Charges	
A.	Service charges are in addition to all other applicable rates and charges for service and equipment provided by Verizon. Other rates and charges include, but are not limited to, one time charges and nonrecurring charges.
B.	One or more of the preceding service charges may not be applicable to a request or the associated work functions if the request results in the partial or complete disconnection of service, or if a particular work function is optional at the discretion of Verizon.
C.	Service charges may be waived in accordance with the promotional programs.
D.	Service charges do not apply to the following changes or requests.
1.	A change from one grade of basic exchange service to a lower grade of basic exchange service.
2.	Requests which result in a change in records which primarily benefit Verizon.
3.	A change from published service to non-published or non-directory services.
E.	When nonrecurring charges are applicable to items of service (other than telephones, lines, or jacks, excluding miniature ribbon connectors) only Element 1 and premises work charges apply in addition to the nonrecurring charge.
F.	Service charges apply for a move of a telephone together with the associated auxiliary service and inside wiring, or for these associated items if no move is made of the telephone.
G.	To move drop wire and/or other equipment and associated wiring, charges apply based on the cost incurred, but will not exceed the termination charges, service charges, and nonrecurring charges that would apply if the services and equipment directly associated with the items moved were removed and installed anew, except that if the customer elects to continue under the existing minimum service period the charge is the entire cost of the move.
H.	When no premises visit is required and the work performed involves only a change of number for main telephone exchange service, only a residence Element 2 service charge applies.
I.	Premises work charges are in addition to Elements 1 and 2 for telephone services and equipment and apply separately per premises for billable premises work.
J.	For any billable premises work not provided for in this Product Guide, the customer is charged the costs incurred.
K.	Premises work charges do not apply for the following activities.
1.	A move or a change of telephone services or equipment that is initiated by Verizon.

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3.2 Terms and Conditions

3.2.1 Service Charges	
K.	(Continued)
2.	Disconnection and/or removal of telephones, listings, network access lines, and Custom Calling service features, provided that no other work subject to premises work charges is performed.
3.	Change to a telephone compatible with aids used by the hearing handicapped.
4.	Repair or replacement of Verizon-provided equipment for which a monthly rate applies.
5.	Repair or replacement of wiring up to and including the network interface.
L.	For premises work that requires a callout, (i.e., the dispatching of a Verizon employee while off duty to perform nonscheduled work at a customer's request), a two hour minimum premises work charge applies.
M.	An estimate of expected charges will be given at any customer's request. An estimate is not necessarily the amount the customer will be billed.

3.2.2 Temporary Suspension of Service	
A.	Temporary Suspension of Service —An arrangement which permits a customer under certain conditions to retain his service facilities in place when the service is not needed. During the period of temporary suspension of service, central office lines are made inoperative. Exchange service may be temporarily suspended and the customer's listing retained in the directory.
B.	Temporary suspension of service is available to a customer for a maximum period of nine (9) months. The customer's number must be working for at least 90 days in a calendar year. More than one period of temporary suspension may be permitted in any one calendar year provided at least one month's full charge shall be paid for service furnished between periods of temporary suspension. A rate reduction based on temporary suspension of service applies during a total of not more than nine months during any one calendar year.
C.	The reduction of rate on account of the temporary suspension of service will not apply during the first month's period of service.
D.	Business Service
1.	During the period of suspension a monthly rate equal to the business dial tone line exchange rate applies per central office line unless otherwise specified. However, if the period of suspension is 15 days or less, the regular monthly rate applies.
2.	With Centrex systems, the minimum monthly charge applies during the period of suspension. Except as otherwise specified, all items of service in excess of the minimum monthly requirements are charged for at 50% of the regular monthly rate.
3.	With service provided under the Two Tier Rate Plan, the monthly rate during the period of suspension is 50% of the Tier B rate plus the full amount of the Tier A rate and any monthly equivalent rates for nonrecurring charges, is applicable.

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3.2.2 Temporary Suspension of Service	
E. Residence Service—	During the period of suspension, a monthly rate equal to the residence dial tone line exchange rate applies per central office line.
1.	The monthly rate will be waived during the temporary suspension period (as specified in 3.2.2.B. preceding) when the customer subscribes to a Regional Essentials bundle that includes a FiOS product. If the account has multiple lines, one of which is a Regional Essentials bundle with a FiOS product, then the monthly rate for all lines on the account will be waived for the length of time as described in 3.2.2.B preceding.
a.	During the temporary suspension period, the bundle term, if applicable, will also be suspended for customers subscribing to a Regional Essentials bundle with a FiOS product. At the end of the temporary suspension period, the bundle term will resume from where it was prior to the period of suspension
F. Reconnection of Service—	A reconnection charge applies for the reconnection of residence and business service.
1.	The reconnection charge will be waived for Temporary Suspension of Service when a customer's account includes a Regional Essentials bundle with a FiOS product.

3.2.3 Reserved For Future Use

3.2.4 Rewire	
A.	Charges apply for connecting into service Centrex main or extension station lines, where suitable inside wiring is already in place.
1.	For work done at one time involving only rewires, a minimum charge is applicable and in addition service charges apply as appropriate.
2.	The rewire charge is not applicable to lines terminating in miniature ribbon connector jacks.