

Verizon New England Inc.

5. Digital Centrex Services

5.1 INTELLIPATH® Digital Centrex Service

Effective November 1, 2019, all new INTELLIPATH® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)
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Rates and charges for services explained herein are contained in Part M, Section 8. Service charges referred to herein are explained in Part A, Section 3 and contained in Part M, Section 1.

5.1.1	Description
A.	Intellipath (one of the Pathways family of digital services) is a business telecommunications system in which the controlling dial switching equipment is located at a Verizon digital central office that normally serves the principal premises of a customer.
1.	Effective September 19, 1999, new Intellipath service is only available under individual customer contracts.
a.	Existing customers with less than 100 lines may continue service in accordance with the Terms and Conditions of their current Intellipath arrangement.
2.	Effective July 26, 1991, rates and charges for systems with initial requirements of up to 200 main station lines are provided as specified herein. For systems with 200 or more main station lines, service will be provided under individual customer contracts. Customers with existing systems of more than 200 but less than 250 main station lines as of July 26, 1991, may elect a new contract.
B.	Standard Features provided as part of the Intellipath offering are as follows. Standard features which are not basic to the system may be activated for individual lines.
1.	Add on Consultation/Hold Incoming Only enables a station user within a group to establish three-way calling restricted to incoming DID calls to the system.
2.	Call Forwarding allows a station line to have incoming calls forwarded to another line within the system or to telephone numbers outside the system. During times when the feature is activated, the line may be used in the normal manner for outgoing calls. This feature may be arranged to restrict the terminating directory numbers dialed during the activation procedure to intragroup extension numbers.
3.	Call Forwarding Busy Line* provides for the automatic routing of incoming calls to a preselected station line when the called station line is busy. This feature is not provided on a station line with Call Waiting.
4.	Call Forwarding Don't Answer* provides for the automatic routing of incoming calls to a preselected station line when the called telephone does not answer within a predetermined number of rings. This feature may be arranged so that only incoming DID calls will be forwarded.
5.	Call Hold allows a station user to place any established call on hold while leaving the Centrex line free to originate another call.
6.	Call Pickup allows a station user to answer any call directed to another Centrex line within its preset pickup group by dialing a special code.

* Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.

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5.1.1	Description
B.	(Continued)
7.	Call Waiting Terminating allows a station user to receive an audible tone to indicate an incoming call is waiting, if the called lines already in use. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line*. This feature may be arranged to allow a station line to receive Call Waiting treatment only on incoming DID calls.
8.	Single-Digit Speed Dialing allows a station user to call a predesignated seven or ten-digit telephone number by dialing a valid single-digit dialing code. The customer changeable speed dialing list furnished contains either six or eight codes depending on serving facilities.
9.	Station Dial Transfer Individual All Calls allows a station user to transfer any established call to another station in the Centrex system. This is a basic system feature provided on all lines.
10.	Three-Way Calling enables a station user to establish voice connection involving the customer and two other parties. The customer, by switchhook operation is able to place an existing call on hold and dial the telephone number of a third-party. This is a basic system feature provided on all lines.
11.	Touch Tone provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities. This is a basic system feature provided on all lines.
12.	Trunk Answer Any Station permits any station with a group to dial a code and be connected to an incoming call to the listed directory number of the system.
13.	Two-Digit Speed Dialing Access allows station users to access any two-digit speed calling list developed for the system.
C.	Optional Features available with Intellipath offering are subject to availability and are as follows.
1.	Automatic Route Selection (ARS) which is offered from suitably equipped No. 5 ESS central offices only, provides automatic routing of outgoing calls over alternative customer facilities based on the DDD telephone number. The station user dials the ARS access code followed by a DDD number. The system routes the call over the first available special trunk facility (such as WATS**, FX, or Tie Lines), checking in a customer specified sequence. Overflow routing to the DDD network is optional.
2.	Call Waiting Originating which is offered only from suitably equipped No. 5 ESS central offices allows a station user to direct an audible tone towards any other line in an established group which is busy. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line*.
3.	Inside/Outside Ringing which is offered only from suitably equipped No. 5 ESS central offices provides a unique pattern of telephone ringing to permit the telephone user to distinguish between intrasystem and other incoming calls.

* Effective August 21, 2016, Call Forwarding Busy Line service is no longer available to business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and move of services are not permitted.

** Please refer to Part J, Section 1, for limitations on the availability of WATS Access Line (WAL).

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5.1.1	Description
C.	(Continued)
4.	Loudspeaker Paging which is offered only from suitably equipped No. 5 ESS central offices enables dial access to customer owned loudspeaker paging equipment. An appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
5.	Night Service permits the routing of calls normally directed to the attendant, to preselected station lines within the system when consoles are not attended. An appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
6.	Two-Digit Speed Dialing allows a station user to call a predesignated seven or ten-digit telephone number by dialing a valid two-digit dialing code. The customer changeable speed dialing list furnished contains 30 codes. Access to 30 number lists is provided as a standard feature capability.
7.	Uniform Call Distribution is a form of line hunting which provides for an even distribution of incoming calls among available members of a hunt group.
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5.1.2 Application of Rates and Charges	
A.	Service Establishment Charges are payable with the first bill following installation.
B.	Service Charges apply as appropriate, except that Element 1 and Element 2 service charges do not apply.
C.	Standard Features may be activated at the time each line is installed or may be added or changed subsequently. When standard features are activated or changed by Verizon at the customer's request subsequent to installation of the line, the standard features subsequent additions or changes nonrecurring charge is applicable. Service charges do not apply.
D.	Optional Features— The nonrecurring charges for optional features described in this section are subject to Verizon initiated change. Service charges do not apply for the activation of these features. 1. The appropriate private line channel is required between the serving central office and the customer's premises required per arrangement for the optional features Loudspeaker Paging and Night service. 2. a.

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5.1.2 Application of Rates and Charges	
E.	Conversion — Conversions to Intellipath service are not allowed.
F.	Exchange Access — Included in the Schedule A charges for main station lines and included in the Schedule B monthly rates for main station lines are amounts that are attributable to exchange access by central office and outside plant facilities.
G.	Exchange Usage charges are subject to Verizon initiated change.
1.	Measured Service — All local messages are provided at the appropriate local usage charges for measured business main telephone exchange service.
2.	Unlimited Service — Usage charges are based on the total number of main station lines in-service at the end of each customer's billing period. Exhibit 5.2.3-2 specifies the Private Branch Exchange (PBX) trunk equivalencies for main station lines. The monthly rates are multiplied by the PBX trunk equivalency to determine the monthly unlimited service usage charge for the system.
H.	Extension of Main Station Line Channels — Channel charges do not apply to serve main station locations within the same exchange as the principal premises when the same central office is involved. When a different central office in a multi-central office exchange is involved, in addition to the appropriate main station line charges, an intraexchange/interoffice channel charge (comprised of a nonrecurring charge and a monthly rate) applies. The intraexchange/interoffice channel rate is subject to Verizon initiated change.
1.	To serve locations not within the same exchange as the principal premises, in addition to the appropriate main station line charges, rates and charges apply for the interexchange portion of Private Line Type 2001A channels, and for Centrex terminals. The Centrex channel terminal charge is comprised of a nonrecurring charge and a monthly rate. The Centrex channel terminal rate is subject to Verizon initiated change.
2.	Where extensions of main station lines are located at a premises other than where the main station lines are located, but within the same exchange and serving central office area, or where extensions of main station lines are located in a different building at the same premises and served by outside plant connected via the central office, charges for outside plant facilities for an initial main station line apply. A non-recurring charge applies to each arrangement. Premise work and jack charges apply as appropriate.

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5.1.2 Application of Rates and Charges	
H. (Continued)	
3.	For locations in the same exchange but involving a different central office, intraexchange interoffice Intellipath channel rates and charges apply in addition to charges for outside plant facilities for initial main station lines.
4.	For locations in a different exchange, rates and charges for the interexchange portion of Private Line Type 2001A channels and Centrex channel terminals apply in addition to those charges for outside plant facilities for an initial main station line.
I.	Central Office Common Equipment, Central Office Facilities and Outside Plant Facilities
1.	For Schedule A upfront payment charges, the appropriate Time Value of Money Equivalency Factor, based on a monthly effective interest rate of 1.1642% monthly for Vintage I customers and a monthly effective interest rate of .99384% for Vintage II customers, is multiplied by the Schedule A upfront payment charge to determine the monthly rates for the OPP as shown in Exhibit 5.1.3-1. The present value of outstanding OPP monthly rates for Schedule A charges is determined in accordance with the principles of the Time Value of Money at an effective interest rate of 1.1642% monthly for Vintage I customers, and an effective interest rate of .99384% monthly for Vintage II customers.
2.	Schedule B monthly rates for central office and outside plant facilities are subject to annual change by Product Guide revisions to reflect changes in the CPI for the previous year.
J.	Airline Mileage for main station line outside plant facilities are measured from the serving central office to the network interface arrangement(s) at each of the customer's premises.

5.1.3 Payment Plan	
A.	Intellipath is offered under a seven year service contract during which central office common equipment and station line charges are not subject to Verizon initiated change other than as specified in Section 5.1.3A2. However, such charges are under the jurisdiction of the Department and are subject to change upon order of the Department. Intellipath main station lines comprise central office and outside plant facilities for which Schedule A and Schedule B charges are applicable.
1.	Schedule A charges apply for central office common equipment. Schedule A contains a charge which may be paid upfront or in the form of monthly rates over a one, three, five or seven year Optional Payment Period (OPP).
2.	Schedule B contains a monthly rate that is subject to annual change by Product Guide revision to reflect changes in the Consumer Price Index (CPI) for the previous year. Schedule B monthly rates apply as long as facilities are in-service.

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5.1.3 Payment Plan	
B.	Termination Liability — Service may be discontinued at any time during the seven year service contract period. If Schedule A charges are paid in the form of monthly rates, the present value of the unpaid balance, if any, is due and payable when service is discontinued except as specified in 5.1.3.B.1. below:
1.	Change or Upgrade of Service — Termination liability does not apply if the 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, and Verizon or its wireline affiliates provides the new service via Product Guide, tariff, similar documents or commercial agreement and the order to discontinue the existing service and the order for the new or upgraded service are coordinated by Verizon or its wireline affiliates at the same time.
C.	Additional Lines — Additional main stations may be added to an existing system at any time during the system's seven year service contract at the currently effective Vintage schedule. Schedule A payments for additional main stations will be calculated at the 60 month payment period rates. Schedule A payments for the first 200 lines added to the originally contracted system will be conterminous with the expiration date of the system's service contract. For all other lines added, a full 60 month's obligation is applicable.
D.	Relocation — Relocation of Intellipath service is not allowed.
E.	Transfer of Service — At the sole discretion of Verizon, written permission may be granted to assign the obligation to pay contractual charges to another customer at the same location for a transfer of service charge and an Element 1 service charge, payable by the new customer. In addition to assuming responsibility to pay the contractual charges, the new customer assumes the conditions applicable to Intellipath at the time of the transfer.
1.	A transfer of service without written permission is not allowed.

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5.1.3 Payment Plan	
F.	Conclusion of the Seven Year Contract Period— At the conclusion of the service contract, service may be continued on a noncontractual basis subject to the appropriate Schedule B rates and Schedule A charges as for a 12 month optional period based on the latest vintage of charges in effect or to become effective until service is discontinued or a new service agreement for currently available Centrex service is elected. Recontracting of Intellipath service is not allowed .
G.	Temporary Suspension of Service— Intellipath main station lines are not subject to the provisions of temporary suspension of service.
H.	Central Office Common Equipment, Central Office Facilities and Outside Plant Facilities— The appropriate Time Value of Money Equivalency Factor, based on a monthly effective interest rate of 1.1642% monthly for Vintage I customers and a monthly effective interest rate of .99384% for Vintage II customers, is multiplied by the Schedule A upfront payment charge to determine the monthly rates for the OPP as shown in Exhibit 5.1.3-1. The present value of outstanding OPP monthly rates for Schedule A charges is determined in accordance with the principles of the Time Value of Money at an effective interest rate of 1.1642% monthly for Vintage I customers, and an effective interest rate of .99384% monthly for Vintage II customers.
1.	When Schedule A charges for central office facilities are paid over a 12, 26, 60 or 84 month OPP, Schedule A charges for outside plant facilities must be paid over the same period unless otherwise specified.
I.	Renegotiation of Service— Intellipath customers may convert to Digital Centrex Plus with no termination penalty as long as the amended agreement is for an equal or greater number of lines than the currently effective agreement. The amended agreement must be for a period of time at least equal to the remaining time left in the currently effective agreement. An Element 1 service charge applies for the conversion order and any one time or nonrecurring charges apply as appropriate.

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5.1.3 Payment Plan

Exhibit 5.1.3-1

Intellipath Time Value of Money Equivalency Factor Table by Selected Service Periods

Vintage I applies for systems installed prior to January 29, 1988 and Vintage II applies for systems installed on or after January 29, 1988.

Vintage	12 Mos.	37 Mos.	60 Mos.	84 Mos.
I	.0898	.0342	.0233	.0187
II	.0888	.0332	.0222	.0176

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Effective November 1, 2019, all new Intellipath II® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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5.2.1	Description
A.	Intellipath II is a business telecommunications system in which the controlling dial switching equipment is located at a Verizon digital central office that normally serves the principal premises of a customer.
1.	Effective September 19, 1999, new Intellipath II service is only available under an individual customer contract.
a.	Existing customers may continue service in accordance with the terms and conditions of their current Intellipath II arrangement.
2.	Station 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.
B.	Standard Features provided as part of the Intellipath II offering are as follows. Standard features which are not basic to the system may be activated for individual lines.
1.	Add on Consultation Hold allows a station user within to hold an established call while consulting with a third-party prior to establishing a three-way call. This is a basic system feature provided on all lines.
2.	Automatic Callback enables a station user calling a busy station within the system to be automatically connected to the called line when the line becomes idle.
3.	Call Forwarding allows a station line to have incoming calls forwarded to another line within the system or to telephone numbers outside the system.
4.	Call Forwarding Busy Line* permits calls attempting to terminate to a busy station line to be forwarded to a preselected station line within the customer system or to a telephone number outside the system. This feature is not provided on a station line with Call Waiting.
5.	Call Forwarding Don't Answer* provides for the forwarding of incoming calls to a preselected station line within the customer system or to a telephone number outside the system when the called station line does not answer within a prescribed number of rings.
6.	Call Hold allows the station user to place any established call on hold while leaving the Centrex line free to originate another call.
7.	Call Pickup enables a station user to answer incoming calls to another station within a defined call pickup group by dialing a code.
8.	Call Transfer allows a station user to transfer any established call to another station inside or outside the customer group without the assistance of an attendant. This is a basic system feature provided on all lines.

* Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.

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

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5.2.1	Description
B.	(Continued)
9.	Call Waiting Terminating permits a station user to receive an audible tone to indicate an incoming call is waiting, if the called line is busy. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line. This feature may be arranged to allow a station line to receive Call Waiting treatment on either incoming DID or intrasystem calls.
10.	Directed Call Pickup With Barge In permits a station user to answer a call ringing on another line in the Centrex group by dialing a code. If the called line has already been answered, the initiating line may barge in to the answered call and be connected to a three-way call.
11.	Directed Call Pickup Without Barge In permits a station user to answer a call ringing on another line in the Centrex group by dialing a code.
12.	Inside/Outside Ringing provides a unique pattern of ringing to permit the station line user to distinguish between Centrex calls and calls from outside the Centrex group.
13.	Hunting permits the routing of calls to an idle station in a prearranged group when the called station is busy.
14.	Single-Digit Speed Dialing allows a station user to call a predesignated telephone number by dialing a valid single-digit dialing code. The customer changeable speed dialing list furnished contains either six or eight codes depending on serving facilities. The customer may select either this feature or Two-Digit Speed Dialing.
15.	Two-Digit Speed Dialing allows a station user to call a predesignated telephone number by dialing a valid two-digit dialing code. The customer changeable speed calling list furnished contains 30 codes. The customer may select either this feature or Single-Digit Speed Dialing.
16.	Three-Way Calling enables a station user to add a third-party to an existing call. This is a basic system feature provided on all lines.
17.	Touch Tone provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities. This is a basic system feature provided on all lines.
18.	Trunk Answer Any Station permits a station user within a group to dial a code and be connected to an incoming call to a customer provided alerting device associated with a customer defined group.
C.	Optional Features available with Intellipath II are subject to availability of facilities and are as follows.
1.	Access to Code Calling (System related feature). This feature permits attendants and station users to dial an access code and a two or three-digit called party code to activate signaling devices with a coded signal corresponding to the called code. The called party answers the calling party by dialing an answering code.

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5.2.1	Description
C.	(Continued)
2.	Access to ETS Trunks (System related feature). This feature permits any station in a customer group to dial an Electronic Tandem Service (ETS) access code and be connected to an ETS switch subscribed to at a distant location. The access is provided via cut-through to tie lines with dial repeating capability. Calls terminating to the customer group from the ETS via the tie line require the local switching system to recognize seizure and perform digit collection and interpretation via the customer group dialing plan.
3.	Attendant Call Transfer (Attendant related feature). Allows the attendant to dial a code prior to dialing the third leg of a three-way call. This inhibits the automatic connection of all the parties allowing private consultation between the attendant and the called party on the third leg of the call.
4.	Attendant Camp On (Attendant related feature). Allows incoming calls to an attendant to be transferred to a busy station by the attendant. The busy station receives a tone indicating the attendant attempt to complete the call.
5.	Attendant Conference (Attendant related feature). Enables an attendant to initiate a conference call of up to six parties (including attendant). By dialing a special access code the selection of a special conference attendant can be made from any station in the same customer group.
6.	Automatic Route Selection (ARS) (System related feature). This feature provides automatic routing of outgoing calls over alternative customer facilities based on the DDD telephone number. The station user dials the ARS access code followed by a DDD number. The system routes the call over the first available special trunk facility (such as WATS*, FX or tie lines) checking in a customer specified sequence. Overflow routing to the DDD network is optional. This feature provides all number translations and supervision necessary to route the call including the capability to re-route calls off network via a main PBX or Centrex. Incoming tie lines from subterminating locations (main or tributary PBXs or Centrex) may be arranged to have automatic access to ARS Deluxe. This permits users at these locations to dial just a single access code to use the ARS Deluxe feature.
7.	Automatic Route Selection (ARS) Deluxe (System related feature). This feature provides the same capabilities as ARS. In addition, the following are available with ARS Deluxe.
a.	Time of Day Routing permits selection of first choice and alternate routes for off network routed calls to vary depending on which of up to three sets of ARS Deluxe routing patterns is in effect. This permits the customer to take advantage of variations in long distance calling rates or traffic patterns as a function of time. Both automatic and manual controls of ARS Deluxe routing pattern selections are provided.
b.	Expensive Route Warning Tone provides a tone to indicate when a more expensive route is about to be used. The customer designates which routes are considered expensive.

* Please refer to Part J, Section 1, for limitations on the availability of WATS Access Line (WAL).

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5.2.1	Description
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c.	Facilities Restriction Levels (FRL) permits the definition of calling privileges associated with a line. Each outgoing route within a routing pattern is also assigned an FRL which identifies its minimum level of privilege. The originating line must have an FRL equal or greater than that of the facility to be used.
8.	Call Park (Station related feature). This feature allows a station line to park a call against a station number within the customer group. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked.
9.	Dial Call Waiting Originating (Station related feature). This feature allows a station user to direct an audible tone towards any other line in an established group which is busy by dialing an access code. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line*.
10.	Dial Through Attendant (Attendant related feature). This feature allows the station user to complete the dialing on other than station-to-station calls after the attendant selects the facility on attendant handled calls.
11.	Loudspeaker Paging Access (System related feature). This feature allows dial access to customer owned loudspeaker paging equipment. This feature may be provisioned with answer back capability from suitably equipped central offices. This feature may be provisioned on all lines. In addition, an appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
12.	Multiple Position Hunt (Attendant related feature). If two or more of these features are installed at the same time, a single nonrecurring charge applies. This feature provides the ability to distribute calls over a group of customer provided con sole positions, each of which can handle several types of calls.
13.	Night Service (System related feature). This feature permits the routing of calls normally directed to the attendant, to preselected station lines within the system when attendant positions are not attended. This feature is offered only from suitably equipped No. 5ESS central offices. In addition, an appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
14.	Radio Paging Access (System related feature). This feature allows dial access to customer owned paging equipment which alerts individuals via pocket radio receivers. In addition, an appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
15.	Selective Control of Facilities (Attendant related feature). This feature enables the Centrex attendant to control dial access to an individual facility group. All traffic is denied access to the affected facility group upon activation of this feature. This feature is offered only from suitably equipped No. 5ESS central offices.

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5.2.1 Description	
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5.2.1	Description
C.	(Continued)
18.	Tandem Tie Line Dialing (System related feature). This feature enables customers served by different switches and interconnected by dial repeating tie lines to gain dial access to tie lines connecting distant switches. This tandeming process permits incoming calls to then receive a second dial tone from a distant switch connected to the original terminating switch by the lines.
19.	Trunk Group Busy Indication (Attendant related feature). This feature allows for the displaying of trunk group status on the attendant position. In addition, an appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
20.	Uniform Call Distribution (System related feature). This feature is a form of line hunting which provides for an even distribution of incoming calls among available members of a hunt group. This feature may be arranged for queuing and delay announcement from suitably equipped central offices.
21.	WATS Administration Data (System related feature). This feature provides a unique identification number for each trunk in a WATS simulated facility group. This number is furnished as part of the customer billing record and provides per trunk usage data to the customer.
D.	Proprietary Telephone Set Programmable Features*. Intellipath II customers may choose to subscribe to features that work with customer provided proprietary telephone set feature keys. Proprietary telephone sets, electronic and multi-line instruments, will work only with one vendor's switch deployed in the Central Office and must be purchased by the customer separately from their Intellipath II service. The keys on the proprietary sets can be programmed as feature keys or secondary directory numbers (virtual numbers). 1. Feature Keys: Where facilities exist, Verizon will provide features that are available on proprietary telephone sets feature keys. These include, but are not limited to: Automatic Dial: Allows a proprietary set user to call a frequently dialed number by pressing the assigned feature key. Automatic Line: May be assigned to individual appearances on a proprietary set, including the primary number. When an off-hook is reported, a connection is automatically established to a predetermined location. Single line application may be referred to as Hot Line. Calling Name Display: Provides for the display of the calling name of the person at the terminating end. This feature may be offered for intragroup (intercom) calls only. Display Called Number: Provides user with the called number display during the origination, termination, programming and feature activation operations. Display Calling Number: When an incoming call is received, this feature provides the station user with display of the calling number.

* Effective February 1, 2016, Intellipath II Digital Centrex Service Proprietary Telephone Set Programmable Features are no longer available to new customers. Existing customers as of February 1, 2016, can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Effective February 13, 2026, 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.

Effective: February 13, 2026

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Verizon New England Inc.

5. Digital Centrex Services

5.2 INTELLIPATH II® Digital Centrex Service

Effective November 1, 2019, all new Intellipath II® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

5.2.1 Description	
D.	Proprietary Telephone Set Programmable Features* (Continued)
	Key Short Hunt: Allows for the primary and secondary numbers to be programmed into a hunt group specific to the proprietary set. Multiple Appearance Directory Number (MADN): Allows an Intellipath II number to be assigned to more than one proprietary set. On-Hook Dialing: An intrinsic feature of the set; allows the user to originate calls without lifting the handset. Time and Date Display: Provides the current time and date on a station display. number assigned to a proprietary set. 2. Virtual Number (also known as Secondary Number) is a software number that has the characteristics of a basic exchange access line but without a separate circuit. It is an additional directory number assigned to a proprietary set.

5.2.2 Application of Rates and Charges	
A.	Exchange Usage charges are subject to Verizon initiated change.
1.	Measured Service — All local messages are provided at the appropriate local usage charges as specified in Part A, Section 5 for measured business main telephone exchange service.
2.	Unlimited Service — Usage charges are based on the total number of main station lines in-service at the end of each customer's billing period. Exhibit 5.2.3-2 specifies the PBX trunk equivalencies for main station lines. The monthly rates are multiplied by the PBX trunk equivalency to determine the monthly unlimited service usage charge for the system.
B.	
1.	

- * Effective February 1, 2016, Intellipath II Digital Centrex Service Proprietary Telephone Set Programmable Features are no longer available to new customers. Existing customers as of February 1, 2016, can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Effective February 13, 2026, 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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5. Digital Centrex Services

5.2 INTELLIPATH II® Digital Centrex Service

Effective November 1, 2019, all new Intellipath II® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)
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5.2.2 Application of Rates and Charges	
C.	Extension of Main Station Line Channels— Channel charges do not apply to serve main station locations within the same exchange as the principal premises when the same central office is involved. When a different central office in a multi-central office exchange is involved, in addition to the appropriate main station line charges, an intraexchange/interoffice channel charge (comprised of a nonrecurring charge and a monthly rate) applies. The intraexchange/interoffice channel rate is subject to Verizon initiated change.
1.	To serve locations not within the same exchange as the principal premises, in addition to the appropriate main station line charges, rates and charges apply for the interexchange portion of Private Line Type 2001A channels, and for Centrex terminals. The Centrex channel terminal charge is comprised of a nonrecurring charge and a monthly rate. The Centrex channel terminal rate is subject to Verizon initiated change.
2.	Where extensions of main station lines are located at a premises other than where the main station lines are located, but within the same exchange and serving central office area, or where extensions of main station lines are located in a different building at the same premises and served by outside plant connected via the central office, charges for outside plant facilities for an initial main station line apply. A non-recurring charge applies to each arrangement. Premise work and jack charges apply as appropriate.
3.	For locations in the same exchange but involving a different central office, intraexchange interoffice Intellipath II channel rates and charges apply in addition to the charges for outside plant facilities for an initial main station line.
4.	For locations in a different exchange, rates and charges for the interexchange portion of Private Line Type 2001A channels and Centrex channel terminals apply in addition to charges for outside plant facilities for an initial main station line.
D.	Standard Features may be activated at the time each line is installed or may be added or changed subsequently. When standard features are activated or changed by Verizon at the customer's request subsequent to installation of the line, the standard features subsequent additions or changes nonrecurring charge is applicable. Service charges do not apply.
E.	Optional Features
1.	The rates and charges applicable to optional features are subject to Verizon initiated change. Service charges do not apply for the activation of these features.
2.	If two or more of the following attendant related features are installed at the same time, a single nonrecurring charge applies.
a.	Attendant Call Transfer
b.	Attendant Camp On

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5. Digital Centrex Services

5.2 INTELLIPATH II® Digital Centrex Service

Effective November 1, 2019, all new Intellipath II® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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5.2.2 Application of Rates and Charges	
E.	(Continued)
c.	Multiple Position Hunt
3.	Rates and charges apply for an appropriate private line channel between the serving central office and the customer's premises in addition to the monthly rates and charges that apply for the following optional features.
a.	Access to Code Calling
b.	Loudspeaker Paging Access
c.	Night Service
d.	Radio Paging Access
e.	Trunk Group Busy Indication
F.	Service Establishment Charges are applicable and are payable with the first bill following installation.
G.	Premises Work and Jack Charges apply as appropriate.
H.	Central Office Common Equipment, Central Office Facilities and Outside Plant Facilities
1.	For Schedule A upfront payment charges, the appropriate Time Value of Money Equivalency Factor, based on a monthly effective interest rate of .99384%, is multiplied by the Schedule A upfront payment charge to determine the monthly rates for the OPP as shown in Exhibit 5.2.3-1. The present value of outstanding OPP monthly rates for Schedule A charges is determined in accordance with the principles of the Time Value of Money at an effective interest rate of .99384% monthly.
2.	Schedule B monthly rates for central office and outside plant facilities are subject to annual change by Product Guide revisions to reflect changes in the CPI for the previous year.
I.	Exchange Access— Included in the Schedule A charges for main station lines and included in the Schedule B monthly rates for main station lines are amounts that are attributable to exchange access by central office and outside plant facilities.
J.	Conversions— Conversions to Intellipath II service is not allowed.
K.	Airline Mileage for main station line outside plant facilities are measured from the serving central office to the network interface arrangement(s) at each of the customer's premises. For distances in excess of three miles, charges based on cost apply for outside plant facilities.

Effective: November 1, 2019

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5. Digital Centrex Services

5.2 INTELLIPATH II® Digital Centrex Service

Effective November 1, 2019, all new Intellipath II® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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5.2.3 Payment Plan
A. Intellipath II is offered under a three, five, seven or ten year service contract during which central office common equipment and station line charges are not subject to Verizon initiated change other than as specified in Section 5.2.3A2. However, such charges are under the jurisdiction of the Department and are subject to change upon order of the Department. Intellipath II main station lines comprise central office and outside plant facilities for which Schedule A and Schedule B charges are applicable. Within each Schedule of charges, Vintages of rates apply. Vintage I rates and charges apply to systems installed prior to March 24, 1994. Vintage II rates and charges apply to systems installed or recontracted on or after March 24, 1994. 1. Schedule A charges apply to central office common equipment. Schedule A contains a charge which may be paid upfront or in the form of monthly rates based on OPP in twelve month increments. 2. Schedule B contains a monthly rate that is subject to annual change by Product Guide revision to reflect changes in the CPI for the previous year. Schedule B monthly rates apply as long as facilities are in-service.
B. Discontinuance of Service— Service may be discontinued at any time during a service contract period. If Schedule A charges are paid upfront, then no termination charges are applicable. If Schedule A charges are paid in the form of monthly rates, then termination charges equal to the present value of the unpaid balance, if any, apply when service is discontinued. 1. Intellipath II customers may convert to Nynex Digital Centrex Plus with no termination penalty as long as the following conditions are met. a. The number of lines at the new location must be greater than or equal to the lines in service at the former location. If the number of lines at the new location is less than at the former location, termination liabilities apply for the difference. b. The length of the new centrex plus contract must be greater than or equal to the length of time remaining on the existing contract. 2. An Element 1 service charge applies for the conversion order and any one time or nonrecurring charges apply as appropriate.

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5. Digital Centrex Services

5.2 INTELLIPATH II® Digital Centrex Service

Effective November 1, 2019, all new Intellipath II® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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5.2.3 Payment Plan	
C.	Additional Lines— Additional main stations may be added to an existing system at any time. For systems under a three, five, seven or ten year contract Schedule A payments for additional main stations will be calculated at the currently effective Vintage schedule according to the contract period. These charges may be paid upfront or over the specified payment period. A 24 month payment period applies for a three year contract period. A 48 month payment period applies for a five year contract period. A 60 month payment period applies for a seven year contract period. An 84 month payment period applies for a ten year contract period.
1.	Schedule A payments for the first lines added to the originally contracted system, not to exceed 200 lines, will be conterminous with the expiration date of the system's service contract. For all other lines added, the obligation applicable is a full 24 months for a three year contract, 48 months for a five year contract, 60 months for a seven year contract and 84 months for a ten year contract.
D.	Relocation— Relocation of Intellipath II service is not allowed.
E.	Conclusion of a Systems Service— At the conclusion of a system's contract period, service may be continued on a noncontractual basis subject to the appropriate Schedule B rates and Schedule A charges as for a 12 month OPP based on the latest Vintage of charges in effect or to become effective until service is discontinued or a new service agreement for currently available Centrex service is elected.
F.	Recontract— Recontracting of Intellipath service is not allowed.
G	Transfer of Service— At the sole discretion of Verizon, written permission may be granted to assign the obligation to pay contractual charges to another customer at the same location for a transfer of service fee and an Element 1 service charge, payable by the new customer. In addition to assuming responsibility to pay the contractual charges, the new customer assumes the conditions applicable to Intellipath II at the time of the transfer.
1.	A transfer of service without written permission is not allowed.
H.	Temporary Suspension of Service— Intellipath II main station lines are not subject to the provisions of temporary suspension of service.
I.	Central Office Common Equipment, Central Office Facilities and Outside Plant Facilities— The appropriate Time Value of Money Equivalency Factor, based on a monthly effective interest rate of .99384%, is multiplied by the Schedule A upfront payment charge to determine the monthly rates for the OPP as shown in Exhibit 5.2.3-1. The present value of outstanding OPP monthly rates for Schedule A charges is determined in accordance with the principles of the Time Value of Money at an effective interest rate of .99384% monthly.
1.	Schedule A charges for central office and outside plant facilities must be paid over the same OPP unless otherwise specified.

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5. Digital Centrex Services

5.2 INTELLIPATH II® Digital Centrex Service

Effective November 1, 2019, all new Intellipath II® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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5.2.3 Payment Plan									
Exhibit 5.2.3-1 Intellipath II Time Value of Money Equivalency Factors by Selected Service Periods (Months)									
Equivalency Factors by Month									
12	24	36	48	60	72	84	96	108	120
.0888	.0470	.0332	.0263	.0222	.0195	.0176	.0162	.0151	.0143

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5. Digital Centrex Services

5.2 INTELLIPATH II® Digital Centrex Service

Effective November 1, 2019, all new Intellipath II® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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5.2.3 Payment Plan	
Exhibit 5.2.3-2 PBX Trunk Equivalency Table Unlimited Service Usage	
Number of Main Station Lines	Equivalent PBX Trunks
1	1
2	2
3	3
4-6	4
7-10	5
11-15	6
16-21	7
22-28	8
29-36	9
37-45	10
46-54	11
55-64	12
65-75	13
79-86	14
87-98	15
99-111	16
112-125	17
126-139	18
140-155	19
156-171	20
172-189	21
190-207	22
208-225	23

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5. Digital Centrex Services

5.2 INTELLIPATH II® Digital Centrex Service

Effective November 1, 2019, all new Intellipath II® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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5.2.3 Payment Plan	
Exhibit 5.2.3-2 PBX Trunk Equivalency Table Unlimited Service Usage	
Number of Main Station Lines	Equivalent PBX Trunks
226-243	24
244-262	25
263-281	26
282-300	27
Each Additional 18 Main Station Lines or Fraction Thereof	1

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5. Digital Centrex Services

5.3 Digital Centrex Plus Service (Centrex Plus)

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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5.3.1	Description
A.	Centrex Plus is a business telecommunications system in which the controlling dial switching equipment is located at a Verizon digital central office that normally serves the principal premises of a customer. This service is offered subject to the availability of facilities. Centrex Plus is available with a dial 9 or Assume Dial 9 arrangement.
1.	Centrex Plus with dial 9 is available under Optional Payment Plan (OPP) term offerings of 1, 3, 5, 7 and 10 years. Effective May 18, 2013, Centrex Plus with dial 9, term offers of 5, 7 and 10 years are no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible but upon expiration of the term commitment the service will move into a 12-month or a 36-month term arrangement.
2.	Centrex Plus with Assume Dial 9 (CustoPAK) – no access code dialing is available with a month-to-month, 2- or 3-year term payment option. Centrex Plus with Assume Dial 9 (CustoPAK) lines cannot be equipped with station-to-station dialing.
B.	Centrex Plus 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.
C.	Standard Features provided on all lines, include the features described in Section 1 and as listed below. Effective August 21, 2016, the following Digital Centrex Plus Service Standard features are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted. • Call Forward Busy Line • Call Forwarding Don't Answer 1. Call Forwarding Busy Line permits calls attempting to terminate to a busy line to be forwarded to a preselected telephone number. The telephone number may be outside the Centrex Plus system where facilities permit. 2. Call Forwarding Don't Answer provides for the forwarding of any incoming calls to a preselected telephone number when the called line does not answer. The telephone number may be outside the Centrex Plus system where facilities permit. 3. Call Forwarding allows line to have incoming calls forwarded to another line within the system or to a telephone number outside the system. 4. Call Hold enables a line user to place a call on hold for any length of time provided that neither party goes on-hook. 5. Call Pickup Group allows a line user to answer incoming calls to another line within the Centrex Plus system by dialing a special code. One or more call pickup groups may be established. 6. Call Transfer All Calls allows a line user to transfer any established call to another line inside or outside the customer group without the assistance of an attendant. 7. Conference Calling enables a line user to establish voice connection involving the customer and two other parties. The line user, by switchhook operation is able to place an existing call on hold and dial the telephone number of a third-party, affecting a three-way call. 8. Hunting permits the routing of calls to an idle line in a prearranged group when the called line is busy. 9. Touch Tone provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

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

Effective: November 1, 2019

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5. Digital Centrex Services

5.3 Digital Centrex Plus Service (Centrex Plus)

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

5.3.1	Description
D.	Optional Features are available with Centrex Plus subject to the availability of facilities and are as follows.
1.	Automatic Callback enables a line user calling a busy line within the system to be automatically connected to the called line when the line becomes idle.
2.	Call Waiting Terminating permits a line user to receive an audible tone to indicate an incoming call is waiting, if the called line is busy. This feature may be arranged to allow a line to receive Call Waiting treatment only on incoming DID calls.
3.	Directed Call Pickup With Barge In permits a line user to answer a call ringing on another line in the Centrex group by dialing a code. If the called line has already been answered, the initiating line may barge in to the answered call and be connected to a three-way call.
4.	Directed Call Pickup Without Barge In permits a line user to answer a call ringing on another line in the Centrex group by dialing a code.
5.	Inside/Outside Ringing provides a unique pattern of ringing to permit the line user to distinguish between intragroup and DID calls.
6.	Speed Dialing Single-Digit allows a line user to call a predesignated seven or ten-digit telephone number by dialing a valid single-digit dialing code. The customer changeable speed dialing list furnished contains either six or eight codes depending on serving facilities.
7.	Speed Dialing Two-Digit allows a line user to call a predesignated seven or ten-digit telephone number by dialing a valid two-digit dialing code. The customer changeable speed dialing list furnished contains 30 codes.
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Effective: December 31, 2021

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5. Digital Centrex Services

5.3 Digital Centrex Plus Service (Centrex Plus)

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

5.3.1	Description
D.	(Continued)
9.	Trunk Answer Any Line permits any line user within a group to dial a code and be connected to an incoming call to the listed directory number of the system.
10.	Proprietary Telephone Set Programmable Features* – Centrex Plus customers may choose to subscribe to features that work with customer provided proprietary telephone set feature keys. Proprietary telephone sets, electronic and multi-line instruments, will work only with one vendor's switch deployed in the Central Office and must be purchased by the customer separately from their Centrex Plus service. The keys on the proprietary sets can be programmed as feature keys or secondary directory numbers (virtual numbers). a. Feature Keys – Where facilities exist, Verizon will provide features that are available on proprietary telephone sets feature keys. These include, but are not limited to: Automatic Dial: Allows a proprietary set user to call a frequently dialed number by pressing the assigned feature key. Automatic Line: May be assigned to individual appearances on a proprietary set, including the primary number. When an off-hook is reported, a connection is automatically established to a predetermined location. Single line application may be referred to as Hot Line. Calling Name Display: Provides for the display of the calling name of the person at the terminating end. This feature may be offered for intragroup (intercom) calls only. Display Called Number: Provides user with the called number display during the origination, termination, programming and feature activation operations. Display Calling Number: When an incoming call is received, this feature provides the station user with display of the calling number. Key Short Hunt: Allows for the primary and secondary numbers to be programmed into a hunt group specific to the proprietary set. Multiple Appearance Directory Number (MADN): Allows a Centrex Plus number to be assigned to more than one proprietary set. On-Hook Dialing: An intrinsic feature of the set; allows the user to originate calls without lifting the handset. Time and Date Display: Provides the current time and date on a station display.
b.	Virtual Number (also known as Secondary Number) is a software number that has the characteristics of a basic exchange access line but without a separate circuit. It is an additional directory number assigned to a proprietary set.

* Effective February 1, 2016, Digital Centex Plus Service Proprietary Telephone Set Programmable Features are no longer available to new customers. Existing customers as of February 1, 2016, can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations.

Effective February 13, 2026, 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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Verizon New England Inc.

5. Digital Centrex Services

5.3 Digital Centrex Plus Service (Centrex Plus)

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

5.3.2 Application of Rates and Charges	
A.	Exchange Usage charges are subject to Verizon initiated change.
1.	Measured Service — All local messages are provided at the appropriate local usage charges for measured business main telephone exchange service.
a.	Local usage rates apply to intrasystem calls for Centrex Plus systems with the Assume dial 9 (CustoPAK) and are provided under a Month-to-Month option, 2-year or 3-year term payment plan.
2.	Unlimited Service — Usage charges are based on the total number of main station lines in-service at the end of each customer's billing period. Exhibit 5.2.3-2 specifies the PBX trunk equivalencies for main station lines. The monthly rates are multiplied by the PBX trunk equivalency to determine the monthly unlimited service usage charge for the system.
B.	Exchange Access — Included in the monthly rates for main station lines are amounts that are attributable to exchange access.
C.	Service Establishment Charges are one time charges that are applicable for the installation of Centrex Plus service and for subsequent additions or changes of class of service and are payable with the first bill following installation.
1.	Service Establishment one time charges do not apply for the initial installation of Centrex Plus lines and Centrex Plus with Assume dial 9 lines installed under a term commitment.
2.	However, if the service is disconnected in whole or in part or if the term commitment is terminated in whole or in part within one- year of the initial installation, the applicable one time charges (Service Establishment) will be billed to the customer at time of disconnect or termination of term commitment.
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Effective: December 31, 2021

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5. Digital Centrex Services

5.3 Digital Centrex Plus Service (Centrex Plus)

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)
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5.3.2 Application of Rates and Charges	
E.	Premises Work and Jack Charges apply as appropriate.
F.	Standard Features may be activated at the time each line is installed or may be added or changed subsequently. When standard features are activated or changed by Verizon at the customer's request subsequent to installation of the line, the standard features subsequent change charge is applicable. An Element 1 charge will also apply as appropriate.
G.	Optional Features— Nonrecurring charges apply on a per feature line basis. Service charges also apply for the activation of the optional feature(s).
1.	Intellipath and Intellipath II optional features are also available with Centrex Plus systems only with the dial 9 functionality, subject to the availability of facilities.
2.	Intellismart and intellipath Uniform Call Distribution optional features(s) are available with Centrex Plus systems with the Assume dial 9 (CustoPAK), subject to availability.
H.	Conversion Charges— Any existing Centrex system may convert to Centrex Plus service provided that suitable and sufficient digital central office facilities are available in the same serving central office. Element 1 and premises work and jack charges apply, if appropriate, at the time of conversion. The initial installation per line charge for Centrex Plus also applies. Existing Centrex customers converting to Centrex Plus are not subject to termination charges as long as the number of Centrex Plus lines are equal to or greater than the number of lines under their current Centrex term commitment. The duration of the new agreement must be as specified under the available payment options for Centrex Plus and must be equal to or greater in length than the time remaining in the existing term commitment.
5.3.3 Payment Plan	
Centrex Plus service with the dial 9 functionality is offered under a one, three, five, seven or ten year term commitment and under a 2-year or 3-year term commitment with the Assume dial 9 (CustoPAK) – no access code dialing plan during which the line charges are not subject to Telephone Company initiated change other than as specified herein. Effective May 18, 2013, Centrex Plus with dial 9, term offers of 5, 7 and 10 years are no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible but upon expiration of the term commitment the service will move into a 12-month or a 36-month term arrangement. However, such charges are under the jurisdiction of the DTE and are subject to change upon order of the DTE. Centrex Plus with the Assume dial 9 (CustoPAK) is also offered under a Month-to-Month optional payment plan.	
A.	The application of charges for customers subscribing to a term commitment period are as follows.
1.	Service Establishment one-time charges do not apply for the initial installation of Centrex Plus lines and Centrex Plus with Assume dial 9 (CustoPAK) lines installed under a term commitment.
2.	Monthly rates apply.
a.	The monthly rates are subject to annual change by Product Guide revisions to reflect changes in the CPI.
B.	Exchange Access— A portion of monthly service rate is attributable to the provision by Verizon of exchange access and may be subject to Federal Excise Tax.

Effective: November 1, 2019

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5. Digital Centrex Services

5.3 Digital Centrex Plus Service (Centrex Plus)

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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5.3.3	Payment Plan
C.	Termination Liability— Service may be discontinued at any time during a term commitment period. The customer will be billed early termination charges which are calculated based on the difference between the rate for the term elected and the rate associated with the number of months the Centrex Plus (with dial 9 access) system was actually in service. For example, if a customer commits to a five year term commitment and terminates at the end of year two, the termination liability would equal the difference between the one year rate and five year rate for those months that the customer has had the Centrex Plus system in service. Termination liability for Centrex Plus with the assume dial 9 – no access code dialing plan: Plan 1 - When a customer under a three-year term commitment disconnects or terminates its CustoPAK service prior to the expiration date, an early termination charge will apply. The charge will equal the difference between the 3-year rate and the month-to-month rate for those months that the customer had the system in service. Termination will not apply as specified in 5.3.3.C.1. below Plan 2 - When a customer under a two-year term commitment disconnects or terminates its CustoPAK service prior to the expiration date, an early termination charge will apply. 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. The remainder of the term will be the number of days left in the 24-month term divided by 30. If a Centrex CustoPAK customer on a two-year term disconnects or terminates its Centrex CustoPAK service within 30 days following installation of the service, the termination charge will be the non-recurring and recurring charges for the period of time the service was provided; termination liability will be waived. Lines subscribed to under Plan 2 may not be combined with features, call plans, usage or other voice services under a term commitment. For lines subscribed to under Plan 2, other voice services and/or features may be purchased only on a month-to-month basis. CustoPAK lines within the same account must be either Plan 1 or Plan 2.
1.	Change or Update of Service—Termination liability does not apply if the 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, and Verizon or its wireline affiliates, provides the new service via tariff, Product Guide, similar documents or commercial agreements, 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.	Additional Lines— Additional lines may be added to an existing system at any time during the system's term commitment service agreement. The agreement for all growth lines will be coterminous with the expiration date of the system's term commitment. Regardless of when ordered, all Centrex Plus lines are billed at the same rate.

Verizon New England Inc.

5. Digital Centrex Services**5.3 Digital Centrex Plus Service (Centrex Plus)**

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)

(N)

5.3.3 Payment Plan	
E. Relocation—	Centrex Plus may be relocated to a different premises served by the same central office or to another central office served by Verizon or to any other Verizon operating company (Verizon California Inc., Verizon Florida LLC., Verizon North LLC., Verizon South Inc., Verizon Southwest (GTE Southwest Inc.), Verizon Delaware LLC., Verizon Maryland LLC., Verizon New Jersey Inc., Verizon New York Inc., Verizon Pennsylvania LLC., Verizon Virginia Inc., and Verizon Washington, DC Inc.) without incurring termination charges. The number of lines in-service at the new location must be greater than or equal to the number of lines in-service at the former location. The term commitment may continue unchanged or a new term commitment may be elected for the system. The term length of a new term commitment must be equal or greater than the remaining term on the prior commitment. A relocation of service can be combined with a conversion according to the regulations as specified in Part H Section 1.2.6.A. Applicable nonrecurring charges will apply at the new location.
F. Expiration—	At the expiration of a system's 3-year term commitment period, if service is not discontinued, a new term commitment may be elected for the system in accordance with the terms and conditions applicable to a new system, except that any one time or nonrecurring charges previously paid do not apply. When the sole purpose of the order is to renew the term commitment, no Element 1 service charge will apply. At the expiration of a two-year CustoPAK term commitment, 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 or converts to month-to-month 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. Service may be continued on a month-to-month basis without a term commitment at the Month-To-Month rate.
G. Renegotiate Terms—	The customer may request to renegotiate a term commitment at any time. The agreement must be for an equal or greater number of lines than the currently effective Term Commitment. The new term commitment must be for a period of time at least equal to the remaining life of the currently effective term commitment. A new term commitment period for the entire system begins the day following the completion of the conversion order. An Element 1 service charge applies for the order and any one time or nonrecurring charges previously paid do not apply. When the sole purpose of the order is to renew the term commitment, no Element 1 service charge will apply.
H. Transfer of Service—	At the sole discretion of Verizon, written permission may be granted to assign the obligation to pay term commitment charges to another customer at the same location for a transfer of service charge and an Element 1 service charge, payable by the new customer. In addition to assuming responsibility to pay the term commitment charges, the new customer assumes the conditions applicable to Centrex Plus at the time of the transfer.
1.	A transfer of service without written permission is not allowed.
I. Temporary Suspension of Service—	Centrex Plus lines are not subject to the provisions of temporary suspension of service.
J. Minimum Service Period—	The minimum service period for any Centrex Plus system provided under Term Commitment is 12 months. The minimum service period for any Centrex Plus system provided under Month-To-Month rates is one month.