

Verizon New England Inc.

1. Centrex Service

1.1 Description

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

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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.

1.1.1 General	
A.	Centrex is a business telecommunication system in which the controlling dial switching equipment is located at a Verizon analog or digital central office that normally serves the principal premises of a customer.
1.	For new and existing customers with 200 or more main station lines, a Facility based Payment Option (FPO) is available under individual customer contract.
2.	Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. Verizon will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Verizon to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are considered "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.
B.	Exchange Usage — Subject to the provisions in Part A, Section 1 and Section 5, Centrex is available on a measured or unlimited service basis in accordance with the service offerings in the exchange of connection. In Metropolitan Boston exchanges, only measured service is provided.
C.	Centrex is available to hotels, motels, or similar establishments for the use of management, residential guests, and tenants.
D.	Centrex is a residence telecommunications system when provided as Student Resident Centrex (SRC) service. SRC is offered only for large systems under an individual customer contract.
E.	Centrex is offered only where suitable central office facilities are available.
F.	Basic Features provided as part of the Centrex offering are as follows.
1.	Direct Inward Dialing (DID) allows incoming calls from the local exchange and long distance network to reach an individual station or group of stations in the system without the assistance of an attendant.
2.	Direct Outward Dialing permits stations of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code (generally the number 9).
3.	Station-to-Station Dialing (Dial Intercommunication) enables individual station users in the system to directly dial other stations in the same system without the assistance of an attendant.
4.	Automatic Identification of Outward Dialing provides for recording and identifying by station line of Verizon billed outward direct dialed and operator handled long distance calls.

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G.	Basic Line Classes (station treatments) provided as part of the Centrex offering are as follows.
1.	Unrestricted lines are those arranged to originate and receive local exchange, long distance and intercommunicating calls.
2.	Partially Restricted Originating lines are those arranged only to receive local exchange and long distance calls and to intercommunicate with other stations in the system.
3.	Partially Restricted Terminating lines are those arranged only to originate local exchange and long distance calls and to intercommunicate with other stations in the systems.
4.	Fully Restricted lines are those arranged for intercommunicating calls only.
H.	Adjunct Features either standard or optional, may be provided depending upon the type of Centrex system and the switching equipment of the serving central office. The features are described in Section 2.

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1.2.1 Responsibility of Verizon	
A.	Requests for Service— Verizon reserves the right to refuse a request for the installation of Centrex and/or its adjunct feature CLAS based on the availability and/or potential reusability of central office or outside plant facilities.
B.	Limitations— Unless otherwise specified, a combination of Centrex product offerings is not permitted within the same system.
C.	Where suitable facilities do not exist to provide for the furnishing of service, Verizon is not obligated to construct facilities especially for this service.

1.2.2 Responsibility of the Customer	
A.	Charges— When Centrex is furnished to a hotel, motel, or similar establishments, the management is responsible for all charges for telephone messages, telegrams, cablegrams and radiograms sent-paid from or received collect at telephones equipped with Centrex, whether sent or received by the management or by others.
B.	Special Construction— Highway construction, private property construction to one building, and special conditions provisions are as set forth in Part A, Section 2. 1. If it is determined by Verizon that carrying plant on the same continuous property is required, other than as specified above for private property construction, the carrying plant must be installed and maintained by the customer at the customer's expense. Verizon will install and maintain the associated circuit construction at its expense. The cost of pole or conduit replacement or opening and closing the trench in connection with maintenance and replacement of the circuit shall be assumed by the customer.
C.	Customer Equipment— Certain standard and optional features may require the customer to provide appropriate customer premises equipment. If required, such equipment is provided at the customer's own expense.

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1.2.2 Responsibility of the Customer

- D. Equipment Space and Power—** The appropriate electric current and outlets necessary at the customer's premises, if required, are provided at the customer's expense.

1.2.3 Principal Premises

- A.** The principal premises for the service is considered to be the premises of the customer where the attendant position or designated answering location is located.

1.2.4 Routing of Calls

- A.** When stations of a Centrex are located in an exchange other than that serving the principal premises, outgoing calls are routed through the exchange serving the principal premises. Other service arrangements may be provided, at appropriate rates and charges, if the services are compatible with the Centrex service furnished.
- 1.** However, if a Centrex customer requires direct access to the exchange and toll network from the exchange normally serving the area where these Centrex telephones are located, main telephone exchange service or Private Branch Exchange (PBX) type trunk lines, as appropriate may be provided in accordance with the rates, terms and conditions of this Product Guide. These lines are provided only for use by the telephones at the off-premises Centrex location or satellite service location, where provided, and do not provide Centrex toll identification or DID service into the Centrex system.
- B.** Centrex does not require special attendant position equipment for answering and transferring incoming calls to stations within the system. Incoming calls to the system's listed directory number are routed to an individual station line or lines designated for the system's answering location. A night service arrangement may be provided optionally by establishing a call pickup group for this purpose. Calls then may be transferred to other stations in accordance with the system's standard or optional features. If special attendant position equipment is utilized with the system, additional charges, based on cost, may be applicable.

1.2.5 Intercept of Calls

- A.** Intercept of calls to disconnected or vacant telephone numbers is provided by means of an announcement of a general nature for in-service systems and a temporary reference of incoming calls to a single working telephone number that is specified by the customer for completely disconnected systems.

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1.2.6 Conversions from Centrex to other Verizon Services	
A.	When a Centrex customer with a payment option other than month-to-month upgrades to any of the following services: FLEXPATH, Superpath 1.544 Mbps Digital Service, ISDN Primary Service, High Capacity 1.544 mbps Service (FCC No. 11), High Capacity 44.736 mbps Service (FCC No. 11), Intellilight SONET (FCC No. 11), under a term commitment of equal or greater revenue value than the remaining value of the current Centrex term commitment, termination charges will not apply. The order for the new service and the order for the disconnect of the Centrex system must be received by Verizon at the same time. Appropriate Nonrecurring charges apply for the replacement service.

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Effective: March 31, 2021