

Verizon New England Inc.

8. Other Services
8.1 Call Usage Detail

8.1.0 General Restrictions on Availability		(N)
A.	Notwithstanding any other provisions of this Section 8, the availability under this Tariff of services purchased for resale is subject to the limitations set forth in paragraph 1.1.0.	(N) (N)

8.1.1 Description	
A.	Call usage detail is available to resellers for local calls associated with the Telephone Company's resold message rate service, and for intraLATA toll service. Call usage data is offered as local call usage detail and intraLATA call usage detail and is provided via transmission or tape/cartridge.
B.	Call Usage Detail — Local and intraLATA toll call usage detail provides complete call detail by retail billing telephone number and by line consisting of calling telephone number, called telephone number, call date, call connect time, and call elapsed time.

8.1.2 Regulations	
A.	Responsibility of the Telephone Company
1.	The lapsed time between usage recorded by the Telephone Company and delivery to the reseller will not exceed eight business days.
2.	The Telephone Company will store reseller usage data for 45 days from the date of transmission to the reseller.

Verizon New England Inc.

8. Other Services

8.2 Electronic Customer Service Record Retrieval

8.2.1	Description
A.	This service provides the reseller with the ability to electronically request the customer service record of an end user, and the current customer service record will be formatted by the Telephone Company and transmitted back to the reseller. The customer service record reflects the most recent, completed service order activity and provides the service and equipment billed by the Telephone Company to a Telephone Company end user or to a reseller.

Verizon New England Inc.

8. Other Services**8.3 Operator and Directory Services**

8.3.1 Customized Routing	
A.	
1.	Customized routing will be provided on a first-come first-served basis pursuant to a mutually agreed upon schedule and the reseller's submission of a network design request.
a.	The schedule established will depend upon the reseller's requirements, and in any event be completed within 12 months of the request.
B.	The reseller is responsible for customized routing charges which the Telephone Company will determine on an individual case basis.
C.	The reseller is responsible for ongoing charges per rerouted subscriber line.
D.	A reseller utilizing the customized routing option for directory assistance is subject to the rates and charges specified in Section 8.4.

8.3.2 Announcement Services	
A.	Upon request, the Telephone Company will provide operator services and directory assistance announcement services to the reseller when the reseller utilizes the Telephone Company's operator and directory assistance services for the reseller's end user's local or toll (including intraLATA toll) operator services and directory assistance calls. The reseller may choose a branded or unbranded announcement.
1.	Announcement service will be provided pursuant to a mutually agreed upon schedule.
a.	The schedule established will depend upon the reseller's requirements, and in any event be completed within 12 months of the request.
B.	The reseller is responsible for announcement service establishment charges.
C.	The reseller is responsible for ongoing charges per branded announcement.

Verizon New England Inc.

8. Other Services
8.3 Operator and Directory Services

8.3.3 Directory Assistance (DA) and Directory Listing Services	
A.	The Telephone Company will include in its published white pages directories and in its directory assistance records, the name, address and telephone number of the reseller's telephone exchange service customers (one listing per end user line), in accordance with the MA Product Guide provisions relating to alphabetical listings and to directory assistance as specified in the MA Product Guide. Such listings will not be provided for any lines for which the reseller purchases nonpublished and nonlisted number service. Additional listing will be provided under the terms and conditions set forth in the MA Product Guide.
1.	The Telephone Company will include in the information pages, or comparable section of its white page directories, for areas served by the reseller, the reseller's customer service telephone number which has been provided by the reseller.
B.	Upon request the Telephone Company will include in its published yellow page directories a single line, light-face (non-bold) listing for the reseller's telephone exchange service business end user.

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Verizon New England Inc.

8. Other Services

8.4 Access to Emergency Number Service 911

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8.4.1	
A.	Deployment of 911 for people requiring emergency assistance, and equal access to the telephone network for people with disabilities via resold services, is provided as follows.
B.	The Telephone Company will include the resellers telephone exchange service customers in the relevant 911 database
C.	If a reseller provides its own operator services/directory assistance, the reseller must pay a monthly charge for access to 911 services to the resellers telephone exchange service customers. The charge is applied to each telephone number associated with the resold service that is included in the relevant 911 database.

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Verizon New England Inc.

8. Other Services

8.5 Annoyance Call Bureau

8.5.1 Description	
A.	Resellers are entitled to use the services provided by the Telephone Company's annoyance call bureau.

Verizon New England Inc.

8. Other Services
8.6 Grandfathering Exception

8.6.1	Description
<p>A.</p>	<p>The following services/features listed below are available to resellers on a non-resale basis, under the terms and conditions set forth in the MA Product Guide (except those provisions relating to grandfathering), and at a price equal to the retail price less the discount specified in Section 10.5.1. The offering will be grandfathered and no longer available to new customers on and after April 17, 2016. On and after April 17, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations.</p> <ul style="list-style-type: none"> • ISDN Basic Service and Virtual Serving Arrangement (VSA) <ul style="list-style-type: none"> ○ ISDN Basic with Digital Centrex Service¹ • INTELLIPATH II® Digital Centrex Service <ul style="list-style-type: none"> ○ Intellipath II Digital Centrex Service Proprietary Telephone Set Programmable Features² • Digital Centrex Plus Service (Centrex Plus) <ul style="list-style-type: none"> ○ Digital Centrex Plus Service Proprietary Telephone Set Programmable Features² <p>¹ Please refer to Part J, Section 1.1.1E of the MA Product Guide for additional limitations on the availability of ISDN Basic Service with Digital Centrex.</p> <p>² Please refer to Part J, Section 1.1.1G of the MA Product Guide for additional limitations on the availability of Intellipath II Digital Centrex Service and Digital Centrex Plus Service Proprietary Telephone Set Programmable Features.</p>

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8. Other Services
8.6 Grandfathering Exception

8.6.1	Description
B.	<p>This service listed below is available to resellers on a non-resale basis, under the terms and conditions set forth in the MA Product Guide (except those provisions relating to grandfathering), and at a price equal to the retail price less the discount specified in Section 10.5.1. This offering will be grandfathered and no longer available to new customers on and after February 16, 2013, for such grandfathering. Moves, additions or changes to subscribers' existing service will not be permitted on and after such date. The offering will remain available to grandfathered customers after February 16, 2013, but only until the corresponding services are withdrawn from the retail tariff.</p> <ul style="list-style-type: none"> • Nova Centrex Service
C.	<p>The following business features listed below are available to resellers on a non-resale basis, under the terms and conditions set forth in the MA Product Guide (except those provisions relating to grandfathering), and at a price equal to the retail price less the discount specified in Section 10.5.1. The offering will be grandfathered and no longer available to new customers on and after October 17, 2016. Moves, additions or changes to subscribers' existing service will not be permitted on and after such date.</p> <ul style="list-style-type: none"> • Auxiliary Exchange Service – Business <ul style="list-style-type: none"> ○ Custom Calling Services <ul style="list-style-type: none"> ▪ Call Forwarding Busy Line ▪ Call Forwarding Don't Answer ○ INTELLIDIAL® Calling Services <ul style="list-style-type: none"> ▪ Call Forwarding Busy Line ▪ Call Forwarding Don't Answer ○ PHONESMART® <ul style="list-style-type: none"> ▪ Caller ID-Number Only ▪ Call Waiting ID Deluxe • Service Packagessm – Business <ul style="list-style-type: none"> ○ WORKSMART PACKAGESsm <ul style="list-style-type: none"> ▪ Caller ID-Number Only • Digital Communications Services - Business <ul style="list-style-type: none"> ○ Digital Automatic Call Distribution (ACD) from DMS 100 <ul style="list-style-type: none"> ▪ Call Forwarding Busy Line ▪ Call Forwarding Don't Answer • Integrated Services Digital Network (ISDN) Services - Business <ul style="list-style-type: none"> ○ ISDN BASIC Service and Virtual Serving Arrangement (VSA)^{1,2} <ul style="list-style-type: none"> ▪ Call Forwarding Busy Line ▪ Call Forwarding Does Not Answer • Adjunct Features - Business <ul style="list-style-type: none"> ○ Centrex Line Administration System (CLAS)/Electronic Central Office Features <ul style="list-style-type: none"> ▪ Call Forwarding Busy Line and Call Forwarding Don't Answer ○ INTELLISMART <ul style="list-style-type: none"> ▪ Caller ID-Number Only

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¹ Please refer to Part J, Section 1.1.1D of the MA Product Guide for additional limitations on the Availability of ISDN Basic Service. (N)

² Please refer to Part J, Section 1.1.1E of the MA Product Guide for additional limitations on the Availability of ISDN Basic Service with Digital Centrex. (N)

Verizon New England Inc.

8. Other Services
8.6 Grandfathering Exception

8.6.1	Description
C.	(Cont'd)
	<ul style="list-style-type: none"> • Analog Centrex Services <ul style="list-style-type: none"> ○ Nova Centrex Services <ul style="list-style-type: none"> ▪ Call Forwarding Busy Line ▪ Call Forwarding Does Not Answer • Digital Centrex Services <ul style="list-style-type: none"> ○ INTELLIPATH® Centrex Services/INTELLIPATH II®/Digital Centrex Plus Service (Centrex Plus) <ul style="list-style-type: none"> ▪ Call Forwarding Busy Line ▪ Call Forwarding Don't Answer

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Verizon New England Inc.

8. Other Services
8.6 Grandfathering Exception

8.6.1	Description	(N)
D.	<p>The one year term agreements for the business plans listed below are available to resellers on a non-resale basis, under the terms and conditions set forth in the MA Product Guide (except those provisions relating to grandfathering), and at a price equal to the retail price less the discount specified in Section 10.5.1. The one year term commitment plans will be grandfathered and no longer available to new customers on and after October 17, 2016. Existing customers may maintain their service and the one year term commitment plans will automatically renew. Moves or changes to subscribers' existing services are permissible.</p> <ul style="list-style-type: none">• Unlimited Local Usage for Business• Unlimited Local and Toll Usage for Business	(N)