

5. Exchange Service

5.1 Basic Exchange Service

Rates and charges for services explained herein are contained in Part M, Section 1.5. Main telephone exchange service consists of basic exchange service as specified in this section.

5.1.1	Description	(D)
A.	Service is provided on a monthly basis and is available as either residence.	(D)
1.	Residence service rates apply if the service is used primarily for social or domestic purposes.	(D)
2.		(D)
B.	Basic service is provided to each exchange on an unlimited and measured basis.	
1.	Unlimited service provides for unlimited calling within the local service area (refer to Section 6).	
a.	In addition, where a municipality is served by more than one exchange or zone and the locality service area for the exchange does not include the entire municipality, Municipal Calling service provides intramunicipal calling without the application of Message Telecommunications Service (MTS) charges.	
b.	In exchanges that do not include the Providence exchange in their local service area, calling to the Providence exchange will be provided on a one-way, local basis without the application of local message charges.	
2.	Residence Measured service provides for calling within the local service area on a per minute basis as specified in Section 6, Exhibit 6.1.1-1.	
a.	Accumulation of local usage time for residence measured service is done on a per minute basis. At the end of the customer's call, the sum of accumulated seconds is rounded to the next higher minute.	
b.	In addition, where a municipality is served by more than one exchange or zone and the locality service area for the exchange does not include the entire municipality, Municipal Calling service provides intramunicipal calling without the application of Message Telecommunications Service (MTS) charges.	
c.	In exchanges that do not include the Providence exchange in their local service area, calling to the Providence exchange will be provided on a one-way, local basis.	
3.		(D)
a.		(D)

5. Exchange Service

5.1 Basic Exchange Service

5.1.1 Description	
C.	Exchange services include touch tone calling capability.

5.1.2 Restrictions	
A.	Unlimited Service
1.	The use of unlimited residence exchange service is restricted to the customer and members of the household.
2.	
B.	Measured Service — Measured residence service is provided only on a one-party line basis and only where the customer does not have business main telephone exchange service at the same premises.
1.	Measured residence service is not available in the West Glocester exchange.
C.	Superseded Exchange Service is available to existing customers at their present locations only.
1.	Service from the West Glocester exchange is no longer available for new installations but present customers may continue with West Glocester service at existing locations. New installations must be served from the Pascoag exchange.

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5.1.3 Use of Service—Residence	
A.	When a customer has two or more exchange lines in the same class of service terminating at the same premises and billed from the same Revenue Accounting Office (RAO), one bill, including charges for services associated with the lines, may be rendered to the customer.
1.	For residence measured service, the total allowance is equivalent to the sum of the local usage allowances for all lines included in the one bill. Local usage in excess of the total allowance on residence measured lines are charged for as additional minutes.
2.	Service and Equipment (S&E) charges apply to rearrange combined billing.

5. Exchange Service

5.1 Basic Exchange Service

5.1.4 Discontinuance of Basic Exchange Service		(T)
A.	This section 5.1.4 applies only to discontinuance of basic exchange service that is not purchased as part of a Service Package pursuant to Section 15 of Part A of this tariff or other bundle or package of services.	(N)
B.	Except as provided in section 1.3.1, the Company will not discontinue such service without sending the customer a notice of discontinuance at least 10 calendar days prior to the proposed date of discontinuance.	
1.	The Company will send the notice by first class mail but may send it by email or other electronic means where the customer has a data service or an Internet access service from the Company or has affirmatively assented to electronic delivery of bills or notices.	
2.	The Company will not issue a notice of discontinuance for nonpayment unless the account is delinquent or the customer fails to pay a deposit. An account is delinquent if any undisputed billed charges remain unpaid 25 calendar days after the bill is sent by electronic means or 28 days after the bill is sent by first class mail. The Company will not discontinue such service for nonpayment unless undisputed charges remain unpaid on the date that service is to be discontinued. In calculating the amount of unpaid charges, the Company will exclude any amounts which the customer has disputed and where the Company has not yet determined the dispute. The Company will also exclude any amounts that are the subject of a dispute pending before the Division of Public Utilities and Carriers.	
C.	The Company will not discontinue such service on a day, or a day immediately preceding a day, when the services of the Company are not available for the purpose of restoring discontinued service. The Company will restore such service during business hours of the day on which payment is received or arrangements made, or not later than the first working day thereafter, if payment is made before termination.	
D.	If a customer who has received a notice of discontinuance for nonpayment cannot pay the amount owed in full, the Company will offer the customer a deferred payment plan on reasonable terms. The Company will not discontinue such service as long as the customer abides by the terms of an agreed-upon plan. If the customer fails to make a payment as required by the plan, the Company will make a reasonable effort by telephone call, electronic communication or by mail of hard-copy to remind the customer of the payment obligation. The Company may discontinue service three calendar days after placing such a phone call or sending electronic notice or six days after mailing a hard-copy if payment in full is not received in that time.	(N)

5.1.5 Reserved for Future Use

5.1.6 Localities and Exchanges of Connection	
A.	When an area which otherwise would constitute one exchange is divided by a state boundary, the additional exchange so formed is referred to as a Locality. The exchange that serves the locality is called the exchange of connection.

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5. Exchange Service**5.1 Basic Exchange Service**

5.1.6 Localities and Exchanges of Connection	
B.	The location of the customer governs the administration of the appropriate tariff rates and regulations for exchange service, and for services furnished between these exchanges, the area is as if it were one exchange. For other purposes, these exchanges are administered as separate exchanges.
C.	Each exchange is considered to be in the local service area of its paired exchange. Exhibit 5.1.6-1 shows exchanges or zones of connection serving localities in adjoining jurisdictions.

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5. Exchange Service**5.1 Basic Exchange Service**

5.1.6 Localities and Exchanges of Connection	
Exhibit 5.1.6-1	
Exchange or Zones of Connection Serving Localities in Adjoining Jurisdictions	
Exchange or Zone of Connection	Locality
Pawtucket Zone	Southgate, MA
Providence Zone	Seekonk, MA
Warren Zone	North Swansea, MA
Woonsocket	Blackstone, MA

5. Exchange Service

5.1 Basic Exchange Service

5.1.7 Exchange Classification	
A.	For the purpose of determining monthly exchange rates for main telephone exchange services, an exchange or zone is classified in a rate group according to the total number of main exchange lines in the local service area. Where the local service area of the exchange or zone includes other exchanges or zones, the rate group classification of the principal exchange or zone is based upon the number of main exchange lines in the principal exchange or zone to which is added the number of main exchange lines in each of the other exchanges or zones, with the exception of the main exchange lines reached as a result of one-way, local calling to the Providence exchange.
1.	The local service area for unlimited service customers is the area within which customers make calls on an unlimited basis and may include one or more exchanges or zones.
2.	The local service area for residence measured service customers is the area within which measured service customers make calls on a per minute basis and may include one or more exchanges or zones
3.	
B.	The total main exchange lines in the local service area shall be verified annually using the Telephone Company's official report of main exchange lines in-service on June 30 of each year. This date shall be considered the annual study period.
C.	Exchanges and zones shall be reclassified to the applicable higher rate group and shall take the rates of that rate group when the number of main exchange lines in the local service area exceeds the upper limit of the rate group for two consecutive annual study periods. Where municipal calling service is provided, commencing with the June, 1980 study, main exchange lines included in the local service area of a customer as a result of municipal calling service, will also be included in the annual exchange classification study. In cases where municipal calling service extends the local service area of only a portion of an exchange or zone, it is possible that such portion of such an exchange or zone will be reclassified to a rate group which differs from the rate group for the remainder of the exchange or zone.
D.	An exchange or zone shall be reclassified to the applicable lower rate group, and shall take the rates of that rate group, when the number of main exchange lines in the local service area is less than the lower limit of the rate group for two consecutive annual study periods.
E.	Exchanges or zones reclassified in accordance with Section 5.1.7C and Section 5.1.7D shall have the rates of the applicable rate group applied to services beginning with the first full billing period on or after September 1 in the year of reclassification.

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5. Exchange Service**5.1 Basic Exchange Service****5.1.7 Exchange Classification****Exhibit 5.1.7-1****Exchange Rate Group Classification and Limits**

Portions of an exchange or zone may be placed in a rate group different from the remainder of its exchanges or zone, due to the availability of municipal calling service.

Exchange Rate Group	Total Main Exchange Lines in Local Service Area
Group A	75,000
Group B	75,001 – 125,000
Group C	125,000 – 175,000
Group D	175,001 – 300,000
Group E	300,001 – 340,000
Group F	340,001 – 450,000

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5. Exchange Service

5.1 Basic Exchange Service

5.1.7 Exchange Classification	
Exhibit 5.1.7-2 Basic Exchange and Superseded Exchange Services—Exchange or Zone Classified by Rate Group	
Portions of an exchange or zone may be placed in a rate group different from the remainder of its exchanges or zone, due to the availability of municipal calling service.	
Exchange or Zone	Exchange Rate Group
Block Island	A
Bristol	D
Carolina	A
Centredale	F
Coventry	E
Cumberland Hill	F
Greenwich	E
Hope Valley	B
Jamestown	B
Little Compton	B
Narragansett	A
Newport	A
North Kingstown	B
Pascoag	A
Pawtucket	F
Portsmouth	A
Providence	F
Scituate	D
Tiverton	C
Warren	D
Warwick	E

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5. Exchange Service
5.1 Basic Exchange Service

5.1.7 Exchange Classification	
Exhibit 5.1.7-2 Basic Exchange and Superseded Exchange Services—Exchange or Zone Classified by Rate Group	
Exchange or Zone	Exchange Rate Group
Westerly	A
West Glocester	A
West Warwick	E
Woonsocket	C

5. Exchange Service**5.2 Application of Rates and Charges**

5.2.1	Basic Exchange Services
A.	Residence Service is furnished on an unlimited and measured service basis in accordance with Section 5.1.2.
1.	Measured — For one-party service, the local usage allowance is shown with the monthly rate.
a.	Local usage in excess of the local usage allowance will be billed on an additional minute rate basis.
b.	There is no credit for any unused allowance, nor can any unused allowance be applied to a past or future bill.
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5. Exchange Service

5.2 Application of Rates and Charges

5.2.1 Basic Exchange Services	
D.	Rates for the aforementioned services include touch tone calling and are in addition to S&E charges, and premises work charges. The full S&E charges will be charged back if the customer leaves Verizon or cancels any term line within 12 months after signing up for the 24-month commitment.
5.2.2 Trunk Lines	
A.	Trunk lines are furnished on a measured or an unlimited service basis in accordance with the service offerings for main telephone exchange service in each exchange.
1.	
2.	For trunk lines provided on an unlimited residence service basis, monthly rates equate to the one-party line unlimited service monthly exchange rate applying in the particular exchange or zone involved.
3.	For trunk lines provided on a residence measured service basis, monthly rates equate to the one-party measured residence service monthly exchange rate.
a.	
b.	For trunk lines provided on a residence measured service basis, local usage is the same as with residence one-party line measured service.
5.2.3 Reserved for Future Use	
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B.	

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5. Exchange Service
5.3 Exchange Maps

The New England Telephone and Telegraph Company has filed with the PUC a set of maps showing base rate areas, exchange boundaries and rate centers of all exchanges in Rhode Island. Similar maps for local exchanges are maintained in the Business Offices of the Telephone Company.

5. Exchange Service

5.4 Other Services

5.4.1 Combination of Main Telephone Exchange Services	
A.	Two or more one-party main telephone exchange services, when located within the same central office area, may be combined on the same line in such a way that the ringing signal for each of the main telephones can be recognized and answered at any of the telephones on the line.
1.	Unlimited and measured services cannot be combined.
B.	This service is provided only under special circumstances and if suitable facilities are and continue to be available. A special construction charge applies for such equipment as may be required at any time.
C.	One-party line rates apply for each main telephone on a combined line.
D.	A S&E charge applies to establish or interrupt a combination of main telephone exchange service on in-service lines. The S&E charge does not apply when combination of main telephone service is installed with the associated line.

5.4.2 Foreign Exchange and Foreign Zone Service – Effective February 13, 2026, these services are no longer available to new customers. Moves, changes or modifications to these services 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 D, Section 1 of this Tariff.	
A.	Foreign exchange service is exchange service furnished from an exchange or zone other than that normally serving the area in which the customer is located. Foreign zone service is exchange service furnished from one zone to a location in another zone in the same exchange area. Foreign exchange or foreign zone service may be extended to include a third exchange or zone.
B.	These services are intended only for communications in which the customer has a direct interest and cannot be used for any purpose for which a payment or other compensation is received by the customer or by joint users, from any other person, firm or corporation, or in the collection, transmission or delivery of any communication for others.
C.	Foreign exchange or foreign zone service is furnished either on a measured or unlimited basis in accordance with services offered in the exchange of connection subject to the general regulations governing the furnishing of unlimited and measured service on the same premises.
D.	Foreign exchange or foreign zone service is furnished on a one-party line or trunk line basis only.

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5. Exchange Service
5.4 Other Services

5.4.2	Foreign Exchange and Foreign Zone Service – Effective February 13, 2026, these services are no longer available to new customers. Moves, changes or modifications to these services 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 D, Section 1 of this Tariff.	(C) (C)
E.	The rate for foreign exchange or foreign zone service is the rate in effect in the foreign exchange or foreign zone for the class of service furnished. In addition, tariff rates and charges also apply for associated S&E.	
F.	Foreign exchange service mileage charges and local channel charges to serve a customer's location in a third exchange are as specified in Part B of the Rhode Island Product Guide for a Private Line Type 2006 channel.	
G.	In addition to the S&E charges, premises work charges apply.	
5.4.3	Foreign Central Office Service – Effective February 13, 2026, this service is no longer available to new customers. Moves, changes or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part D, Section 1 of this Tariff.	(C) (C)
A.	Foreign central office service is exchange service that allows any residence customer in a multi-central office exchange or zone to be served by a central office other than that normally serving their area within the exchange.	
B.	Foreign central office service is furnished on either a measured or unlimited basis in accordance with service offered in the exchange or zone.	
C.	Foreign central office service is furnished on a one-party line or trunk line basis only.	
D.	The monthly rate is the rate in effect in the exchange for the class of service furnished.	
E.	Foreign central office service mileage charges are as specified for Private Line Type 2006A channels in the Rhode Island Product Guide.	
F.	S&E charges and premises work charges apply as appropriate.	
5.4.4	Reserved for Future Use	

5. Exchange Service**5.4 Other Services**

5.4.4 Reserved for Future Use		(T)
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5.4.5 Dormitory Communication Service (DCS)	
A.	DCS is available as an independent system to public or private educational institutions for residential use by students, faculty members, or employees who reside in dormitories or other residential quarters owned, leased, or under control of the educational institution.
1.	DCS is furnished to an educational institution upon the condition that provision and use of the service is not subject to any charge by the educational institution in excess of the applicable charges specified in this tariff.
2.	All DCS lines furnished to an educational institution must be located in a room, apartment, or suite occupied by one or more persons as residential quarters, and any additional telephones on the line are limited to such quarters.
B.	DCS is offered subject to the availability of facilities and where service may be provided by the use of equipment and facilities in quantities and types regularly furnished by the Telephone Company.
C.	DCS is furnished from central office equipment located on Telephone Company premises and associated facilities arranged to provide the equivalent of one-party unlimited residence main telephone exchange service. The local calling area for DCS is the same as the specified for one-party unlimited residence main telephone service.
D. Billing—	The educational institution is responsible for the ordering of services and is billed for all charges except for the following situation.
1.	The occupants of the room, apartment, or suite is billed for MTS messages, telegrams, cablegrams, radiograms, restoral of service charges and directory assistance service charges where the serving equipment is arranged to automatically identify and bill charges to the DCS line.

5. Exchange Service**5.4 Other Services**

5.4.5 Dormitory Communication Service (DCS)	
E.	The person or persons to whom the bill is rendered is liable for payment of all charges in compliance with the General Regulations contained in Section 1.
F.	The educational institution must render assistance to the Telephone Company in the collection of charges billed to the occupant of the room, apartment, or suite.
G.	Monthly Rates
1.	The monthly rate for a DCS line is the same as that for similar one-party residence main telephone exchange service less \$0.10.
H.	Temporary Suspension of Service— DCS lines may be temporarily suspended, subject to the terms and conditions specified in Section 3.
I.	Directory Listings in the alphabetical section of the Telephone Company directory are furnished at rates and charges for additional directory listings for residence service.
J.	Service and Equipment Charges and premises work charges apply, as appropriate. Rates and charges apply for associated services and equipment as specified elsewhere.
1.	For DCS at Brown University and Providence College, if DCS lines are in place and have been disconnected for reasons other than for nonpayment of charges for a continuous period of more than two months, the S&E charge for re-establishment of in-place disconnected service for DCS will apply.
K.	Tie Lines— Where the DCS central office equipment has Centrex service capabilities, tie lines may be furnished, between the switching system of the educational institution and the DCS central office equipment. If tie lines are provided, the educational institution's stations are not permitted access to exchange and MTS connections via the DCS central office equipment. At the option of the educational institution, DCS lines may be permitted access to exchange and MTS educational institution's switching system. Tie line terminals are provided as specified in the Rhode Island Product Guide and Tariff, Section 7, for dial type tie line terminations as required with the switching equipment involved. (C) (C)
1.	Tie lines are provided at rates and charges for Private Line Type 2001B channels as specified in the Rhode Island Product Guide, Section B, for the local and interexchange facilities, as required, to provide each tie line between DCS and the educational institution's switching system. (C) (C)
L.	Toll Denial is available, facilities permitting, as an arrangement to restrict the use of a residential student line from the MTS network. A monthly rate and S&E charge applies per main station line.

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5. Exchange Service

5.5 Directory Listing Service

5.5.1 Description	
A.	Rates and regulations for listing services are applicable only to listings in the alphabetical directories.
B.	Directory listings are intended solely as an aid to the use of the telephone system and are therefore limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the customer does business.
C.	A listing is limited to one line in the directory, except where in the judgement of the Telephone Company more than one line is required to identify the customer properly. In such cases, the additional lines required are provided at no extra charge.
D.	Listing services are available with all classes of main telephone exchange service and with interexchange services provided by other carriers.
E.	Dual name listings are available for residence service customers as an initial or an additional listing.
F.	Directory listings must conform to the Telephone Company's specifications with respect to its directories.
G.	The Telephone Company's liability arising from errors or omissions in directory listings (other than charged listings) is limited to the amount of actual impairment to the customer's service and in no event shall exceed one-half the amount of the exchange service charges during the period covered by the directory in which the error or omission occurs for main telephone exchange lines, PBX trunks, and Centrex station lines.
1.	For charged directory listings, the liability of the Telephone Company is limited to an amount not exceeding the amount of charges for the charged listing or listings involved, during the period covered by the directory in which the error or omission occurs.

5.5.2 Initial Listings	
A.	One listing, termed the initial listing is included with each customer's service, with the initial line of a line hunting group, with each joint user service, and with each distinctive ring service number, as specified in Section 7.
B.	Dual name listings are alphabetical by the surname and the first given name or initials, and contain the following.
1.	The first name, or first name and middle initial, or first initial and middle name, or initials only, of two individuals who have the same surname and reside at the same address.
2.	The first name, or first name and middle initial, or first initial and middle name, or initials only, and the married name of a woman.

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5. Exchange Service

5.5 Directory Listing Service

5.5.2 Initial Listings	
B. (Continued)	
3.	Two names for one person, who may be referred to by either, with the same surname.
C.	Initial listings for interexchange services or other carriers are provided at rates and charges applicable to additional listings.

5.5.3 Additional Listings	
A.	Additional listings are confined to the names of those who are entitled to use the customer's service in accordance with the regulations in Section 1.
B.	Additional listing are included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only.
C.	Additional dual name listings, provided with an initial listing, list the second name (or initials) first and the listing is alphabetized accordingly in the directory; charging for this listing always commences with the delivery date of the issue of the directory in which the listing first appears.
D.	The monthly rate for an additional listing, or an additional dual name listing provided for a name that is not part of the initial listing, commences the day after the directory assistance records are posted. Directory assistance records are posted either as of the delivery date of the issue of the directory in which the listing first appears, or at any earlier practicable date selected by the customer.
E.	If an additional listing is ordered discontinued after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear, the monthly rate continues only to the date of cancellation by the customer, with a minimum service period of one month.

5.5.4 Nonpublished Service	
A.	Telephone numbers of nonpublished service are not listed in the Telephone Company's directories or on directory assistance records. Listing information (name, address and number) on nonpublished service is not available to the general public, notwithstanding any claim of emergency the calling party may present, however such information may be displayed on a call-by-call basis at Public Safety Answering Point (PSAP) locations where Enhanced Universal Emergency Number (E911) service is provided.

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5. Exchange Service

5.5 Directory Listing Service

5.5.4 Nonpublished Service	
B.	Liability for damages arising from publishing the telephone number of nonpublished service in the directory or by the disclosing of said number to any person cannot be attached to the Telephone Company.
1.	If such number is published in the directory, the Telephone Company's liability is limited to an amount not to exceed the amount of charge made for such nonpublished service.
C.	The customer indemnifies and saves the Telephone Company harmless against any claims for damages caused by the publication of the number of a nonpublished service or by the disclosure of said number to any person.
D.	Exchange lines associated with the Telephone Company or customer provided equipment, the primary purpose of which is to transmit a pre-recorded message are not provided on a nonpublished basis.

5.5.5 Nondirectory Listed Service	
A.	Telephone numbers of nondirectory listed service are omitted or deleted from the Telephone Company's alphabetical directory, however, they are carried in the Telephone Company's directory assistance and other records and are given to any calling party.

5.5.6 Nonlisted Service	
A.	Telephone numbers of nonlisted service are not listed in the Telephone Company's directories or on the directory assistance records. Nonlisted service is available with all classes of main telephone exchange service provided the customer has other exchange service which is listed in the directory or is on directory assistance records in the same name and at the same address. There are no restrictions against furnishing name, address, or number information for nonlisted service.

5.6.1	Description
A.	The Telephone Company furnishes directory assistance service to aid customers in determining telephone numbers. Directory assistance service provides the following types of information:
1.	The requested telephone number when the customer furnishes a city, state and listed name.
2.	The business name and telephone number when the customer does not provide a listed name and requests a category or type of business search (business category search).
B.	Rates apply to calls originated in Rhode Island that are placed to appropriate telephone numbers associated with the provision of directory assistance service for Rhode Island. Certain calls as described in Section 5.6.3 are exempt from the applicable rates.
C.	No more than two telephone numbers may be requested per call to directory assistance service for requested telephone numbers when the customer furnishes a city, state and listed name. No more than two business category searches may be requested per call to directory assistance service. For each business category search request, the operator may respond with up to three random listings. A listing is the name and telephone number. A request can be for either a local or a national business. Each request for a business category search is considered one call to directory assistance service for billing purposes.
D.	A call to directory assistance is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance, unless otherwise stated as an exemption in Section 5.6.3.

5.6.2 Reserved for Future Use		(T)
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5. Exchange Service

5.6 Directory Assistance Service

5.6.3	Exemptions	(C) (C)
A.	Directly dialed calls to directory assistance are exempt from the directory assistance rates and regulations when placed from the following locations.	
1.	A registered residential main telephone exchange line where a user because of a functional disability is unable to obtain telephone numbers from a directory; a registered business main telephone exchange line of a handicapped user where assistance is otherwise not available. A business or residence main telephone exchange line may be registered for exemption with the Telephone Company in those instances where one of the users of the line is considered to be functionally disabled. This includes but is not limited to the legally blind, or visually or physically handicapped as defined by The Federal Register, Volume 35 No. 126.	
a.	In addition, handicapped users who have registered their main line and are at a location where telephone service is not otherwise exempt from directory assistance charges may reach directory assistance without a charge by dialing zero "0" and informing the operator that they are handicapped and require assistance.	
2.	Qualified hospitals where telephones are provided in a majority of patients rooms (includes calls placed over toll access lines or toll terminals). A hospital is considered qualified if it is currently able to meet the registration requirements of the American Hospital Association; however, it is not necessary for the hospital to be so registered.	
B.	Calls to directory assistance service requesting nondirectory listed or nonpublished service telephone numbers are exempt.	
C.	Call to directory assistance service from a registered main telephone exchange line where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0" are exempt.	
D.	S&E charges do not apply to a request for exemption.	

5. Exchange Service

5.7 Nynex Call Connect Service

5.7.1 Description	
A.	This service which is offered where suitable facilities exist, provides customers who have received a requested intraLATA telephone number from directory assistance, the option of having an intraLATA call dialed and completed to that requested telephone number.
1.	For customers requesting more than one directory assistance number, this service option is available only to the last telephone number requested.
B.	This service is available with all telephone numbers in the Telephone Company's directory assistance service data base, except for the following types of numbers.
1.	InterLATA
2.	700, 800 and 900
3.	Nonpublished
C.	This service is available to residence customers on a direct billed, collect, or billed to third number basis. When accessed from a telephone line equipped with Curb-A-Charge, this service is available only on a collect or billed to third number basis. (D)
D.	Customers may request that their line(s) be restricted to deny this service.

5.7.2 Application of Rates and Charges	
A.	The charge for this service is in addition to the applicable direct dialed or operator assisted directory assistance service rates, local usage charges, MTS rates, collect and bill to third number incremental charges.
B.	The charge for this service applies for each call dialed and completed for the customer except when the call is identified as exempt under Section 5.6.3.
C.	When customers request that their line(s) be restricted to deny this service, no recurring or NRCs will apply.

5. Exchange Service

5.8 Reserved For Future Use

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Effective April 6, 2013, Busy Line Verification and Busy Line Interrupt Service are withdrawn from this tariff, and Verizon will no longer provide these services as of that date.

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5.8.1 Reserved For Future	
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5.8.2 Reserved for Future Use	
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5.8.3 Reserved for Future Use	
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C.	
1.	
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5. Exchange Service**5.8 Reserved for Future Use**

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Effective April 6, 2013, Busy Line Verification and Busy Line Interrupt Service are withdrawn from this tariff, and Verizon will no longer provide these services as of that date.

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5.8.3 Reserved for Future Use	
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(D)

Verizon New England Inc.

5. Exchange Service

5.11 National-411 (N-411) Service

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5.11.1 Description	
A.	N-411 is provided to customers requesting information on listings outside the state of Rhode Island.
1.	N-411 service is furnished subject to the availability of facilities and is accessed by dialing 411 or such number(s) as the Telephone Company may designate.
B.	A maximum of two requests for listings (N-411 or directory assistance) will be allowed per call.
C.	A call to N-411 is considered completed whether or not the number(s) requested are available from Telephone Company records, or the information requested is not normally provided such as nondirectory listed or nonpublished service telephone numbers or not found.
D.	N-411 is available only on a direct dialed basis and may not be alternately billed.
E.	N-411 is not available from the following services.
1.	Student Residence Centrex Lines
2.	Hospital Patient Lines
3.	Hotel/Motel Guest Lines
4.	Public Access Smart-pay Lines (PASL)
5.	Public Access Lines (PAL)

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5.11.2 Liability	
A.	The Telephone Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save the Telephone Company harmless against all claims that may arise from the use of such information.

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5.11.3 Application of Rates and Charges	
A.	A charge applies for each directly dialed and completed N-411 call. There is no allowance on charges for N-411 calls.
B.	A customer request for both an N-411 listing and a Rhode Island listing on the same call will incur only the N-411 charge.
C.	Exemptions— Charges for N-411 are not applicable to calls from customers who have registered with the Telephone Company as being unable to use telephone directories because of visual or physical handicaps.

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