

Verizon New England Inc.

2. Adjunct Features**2.1 Centrex Line Administration System (CLAS)**

2.1.1	Description
A.	CLAS is an optional feature arrangement available to Nova Centrex, Intellipath, Custom Centrex and Centrex Plus service customers served from suitably equipped central offices, subject to the availability of facilities.
1.	CLAS permits customers to participate in the administration of a Centrex system by making certain changes in the Centrex line and feature arrangements on all lines in the Centrex system (except for those specified in Section 2.1.1C) without the issuance of regular Verizon service orders. The customer participates in making these changes through dial up access to Verizon facilities using a compatible customer provided data terminal by entering the translation change messages as prompted by CLAS.
2.	CLAS provides a means for customers to maintain a directory of Centrex line telephone numbers and to produce a per line inventory for customer verification of features.
B.	CLAS allows the following standard package of feature capabilities to be available for all compatible lines in a Centrex system.
1.	Access to Call Pickup Groups
2.	Access to Speed Dialing 6 Groups
3.	Call Forwarding Busy Line*
4.	Call Forwarding Don't Answer*
5.	Call Forwarding
6.	Call Waiting Terminating
C.	Lines which are considered incompatible with CLAS are those associated with the following.
1.	Attendant Lines
2.	Make Busy Arrangements
3.	Multi-line Hunt Groups
4.	Night Service Arrangements
5.	Spare numbers within a customer group
6.	Special hardware/software configurations
7.	Stop Hunt Arrangements
2.1.2	Responsibility of Verizon
A.	Verizon reserves the right to refuse a request for the installation of CLAS, based on the availability and/or potential reusability of facilities.

* 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.

Effective: August 21, 2016

Verizon New England Inc.

2. Adjunct Features**2.1 Centrex Line Administration System (CLAS)****2.1.2 Responsibility of Verizon**

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| B. | Change messages received by Verizon by 4:30PM on any business day will normally become effective by 8:30AM on the following business day. All normal or emergency functions of the electronic central office will have priority over the execution of customer change requests. Verizon assumes no responsibility for change requests delayed by priority ESS functions. |
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2.1.3 Responsibility of the Customer

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| A. | <p>Interchange of Centrex Telephone Numbers— The customer may interchange working telephone numbers associated with CLAS compatible lines within the customer's Centrex system. The customer is responsible for providing and updating designation strips on associated premises equipment. When interchanging telephone numbers, the following non CLAS optional features, if provided, will remain associated with the original line and will not follow the interchanged number. Any changes involving non CLAS lines and features and all Centrex line treatments will continue to require processing of regular Verizon service orders for which appropriate Product Guide charges apply. Such orders will be based on customer maintained records.</p> <ol style="list-style-type: none"> 1. Automatic Callback Calling 2. Call Forwarding Over Private Facilities 3. Call Hold 4. Call Transfer All Calls 5. Call Waiting Originating 6. Control of Speed Dialing Lists 7. Dial Call Waiting Originating 8. Directed Call Pickup With or Without Barge In 9. Inside/Outside Ringing 10. Diversion Arrangements 11. Presubscription to a Primary Interexchange Carrier 12. Reminder Ring (Call Forwarding) 13. Two-Digit Speed Dialing |
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Verizon New England Inc.

2. Adjunct Features**2.1 Centrex Line Administration System (CLAS)**

2.1.4 Regulations	
A.	Addition and Deletion— The customer may add or delete the CLAS feature capabilities to all CLAS compatible lines. Access to Call Pickup Groups and Access to Speed Dialing 6 and 30 Groups speed dialing lists may be added or deleted, however Call Pickup Groups and 6 or 30 number speed dialing lists must be ordered as required through a Verizon service order for which appropriate rates and charges apply.
B.	Changes
1.	Customers may change Centrex line treatment involving any of the four basic line classes, (i.e., unrestricted, partially restricted originating, partially restricted terminating or fully restricted). Any changes involving Centrex line treatments on superseded Centrex services will continue to require processing of regular Verizon service orders for which appropriate Product Guide charges apply.
2.	The customer may change the number to which a call is forwarded on lines equipped with the Call Forwarding Busy Line* or Call Forwarding Don't Answer* features. Lines equipped with these features can forward to Centrex lines that are incompatible with CLAS.
a.	The customer may change the number of rings before the call is forwarded on lines equipped with the Call Forwarding Don't Answer feature.
3.	The customer may change the hunting sequence associated with a Centrex line provided both numbers are within the Centrex system. A service order is required to establish a multi-line hunt group. Centrex lines in a multi-line hunt group are not compatible with CLAS, however, series hunting to a multi-line hunt group is permitted.
C.	Activation/Deactivation— The customer may activate or deactivate service on all lines compatible with CLAS. Deactivated lines may receive only incoming intercom calls and cannot be used to originate calls. When CLAS is used to deactivate a line, monthly billing continues unchanged unless otherwise authorized. Disconnections or changes involving monthly billing continue to require processing of regular Verizon service orders for which appropriate Product Guide regulations and charges apply.
D.	A customer may transmit up to 75 transaction change messages a day. Only one transaction change message is required for all feature changes made on a line, however, three transaction change messages are required to interchange Centrex line telephone numbers.
1.	Availability of access may be subject to user contention. No special provisions will be made for transmission support.

2.1.5 Application of Rates and Charges	
A.	Service Establishment charges apply for the initial activation of CLAS.

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Verizon New England Inc.

2. Adjunct Features

2.2 Electronic Central Office Features

2.2.1	Description
A.	General— Electronic central office features are provided subject to the availability of facilities, only to those locations with Centrex service furnished from No. 1ESS central office equipment with the appropriate generic program.
B.	Telephone Features
1.	Automatic Callback enables a telephone user calling a busy Centrex line to be automatically connected to the called line when the line becomes idle.
2.	Call Forwarding Busy Line* provides for the automatic routing of incoming DID, CCSA and selected tie line calls to a preselected Centrex line when the called Centrex line is busy. This feature is not provided on a station line with Call Waiting. This feature is provided as a standard feature capability with CLAS and Nova Centrex.
3.	Call Forwarding Don't Answer* provides for the automatic routing of incoming DID, CCSA and selected tie lines to a preselected Centrex line when the called telephone does not answer within a predetermined number of rings. Provided as a standard feature capability with CLAS and Nova Centrex.
4.	Call Forwarding Over Private Facilities allows calls directed to a Centrex line to be routed to a location outside the Centrex group using a specific, selected facility or network, regardless of the busy or idle status of the called Centrex line.
5.	Call Forwarding allows a Centrex line to have incoming calls forwarded to another line within the Centrex system or to DDD numbers outside the Centrex system. During times when the feature is activated, the line may be used in the normal manner for outgoing calls. Provided as a standard feature capability with CLAS and Nova Centrex.
6.	Call Hold allows a Centrex telephone user to place any established call on hold by depressing the switchhook and dialing a preassigned code leaving the Centrex line free to originate another call. This feature is available only with Centrex II and Custom Centrex systems as an optional feature. Provided as a standard feature capability with CLAS and Nova Centrex.
7.	Call Pickup allows a Centrex telephone user to answer any call to another Centrex line within its preset pickup group by dialing a special code. Access to a call pickup group is provided as a standard feature capability with CLAS and Nova Centrex.
8.	Call Transfer All Calls allows the Centrex telephone user to transfer all types of calls (inward, outward and internal). This feature is available only with Centrex II, Custom and Nova Centrex.
9.	Call Waiting Originating allows a Centrex telephone user to direct an audible tone towards any other Centrex line which is busy. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line.

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Effective: August 21, 2016

2. Adjunct Features

2.2 Electronic Central Office Features

2.2.1	Description
B.	(Continued)
10.	Call Waiting Terminating allows a Centrex telephone user to receive an audible tone to indicate an upcoming DID, CCSA or selected tie line call is waiting, if the called line is already in use. Provided as a standard feature capability with CLAS and Nova Centrex. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line*.
11.	Dial Call Waiting Originating allows a Centrex telephone user to direct an audible Call Waiting tone to a busy Centrex line in the same Centrex group by dialing a pre-set code. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line*.
12.	Directed Call Pickup With Barge In enables any Centrex station line to answer a call which has been answered or is ringing on another Centrex line equipped with this feature by dialing a preset code. Call Pickup is a prerequisite for this feature.
13.	Directed Call Pickup Without Barge In enables any Centrex station line to answer a call which is ringing on another line equipped with this feature by dialing a preset code. Call Pickup is a prerequisite for this feature.
14.	Speed Dialing Six Code allows a Centrex telephone user to dial a single-digit code to originate a call to any of six programmed telephone numbers. Access to six number lists is provided as a standard feature capability with CLAS and Nova Centrex.
15.	Speed Dialing Thirty Code allows a Centrex telephone user to dial a two-digit code to originate a call to any of 30 programmed telephone numbers. Access to 30 number lists is provided as a standard feature capability with CLAS and Nova Centrex.
C.	Automated Attendant Services
1.	Automatic Route Selection (ARS) provides access to automatic routing of outgoing calls over alternative customer facilities based on the DDD number. The Centrex telephone user dials the ARS access code followed by a DDD number. The Centrex routes the call over the first available special trunk facility (such as FX or offnet CCSA) checking in a customer specified sequence. Overflow routing to the DDD network is optional.
2.	Selected Customer Control Facilities 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.
3.	Station Dial Code Screening allows or disallows designated Centrex telephones or a group of telephones from completing calls to specified Numbering Plan Areas (NPA) and if required, to specified central office codes (NXX's) within those NPA's. Three or six-digit screening is provided. The following screening arrangements are available.
a.	Arrangement I — Permits Centrex telephone originated calls to be completed to telephone numbers with selected NXX's in the home NPA or other NPA's using the toll network.

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2. Adjunct Features

2.2 Electronic Central Office Features

2.2.1	Description
C.3.	(Continued)
b.	Arrangement II— Permits Centrex telephone originated calls to be completed via arranged private network facilities to offnet telephone numbers with selected NPA and NXX Codes.
D.	Other Features
1.	Attendant Call Thru Test on Tie Trunks allows the attendant to verify the operation of any tie trunk by selecting a particular trunk and making a test call on it by dialing a special code sequence.
2.	Attendant Camp On allows an incoming exchange network or CCSA call, which the attendant attempts to complete to a busy station, to be held waiting and then automatically connected when the called line becomes available. An indication of the Camp On feature will be heard by the called station at the time the attendant attempts the completion. This feature is controlled by the attendant and is provided on a per console basis.
3.	Busy Verification by Attendant allows the attendant to establish a connection to an apparently busy station line or trunk to determine if the station line or trunk is in working order.
4.	Dial Through Attendant allows the telephone user to complete the dialing on other than station-to-station calls after the attendant selects the facility on attendant handled calls.
5.	Inside/Outside Ringing provides a unique pattern of telephone ringing to permit the telephone user to distinguish between different types of incoming calls. Three classes of inside/outside ringing will be available to users to identify the source of incoming calls.
a.	Class A— Call source is IntraCentrex
b.	Class B— Call source is DID, Attendant Completed, CCSA and Tie Line
c.	Class C— Call source is Preemptible Switched Circuit Automatic Network (SCAN) Access Line and Attendant Night Service
6.	Reminder Ring provides for a distinctive ringing signal to be furnished to a Call Forwarding or Call Forwarding Over Private Facilities equipped telephone prior to the forwarding of a call to the distant location.
7.	Split Service Offering permits segregation of Centrex station lines into separate groups thereby enabling each group to have a different set of common features.

2. Adjunct Features

2.2 Electronic Central Office Features

2.2.2 Application of Rates and Charges	
A.	Service Establishment Charges apply for initial installation and subsequent additions for all features.
1.	Automated Attendant Service Selected Customer Control of Facilities (i.e., the per facility group to which access is denied rate element)—Rates and charges will apply for a Private Line Type 1001 channel between the serving central office and the customer premises.
2.	Busy Verification by Attendant of Trunk, and Busy Verification by Attendant of Line — Only one Service and Equipment (S&E) charge applies if both features are installed at the same time.
B.	Variable Term Payment Plan (VTPP) — Electronic Central Office Features are offered under the VTPP as described herein and in Section 1. The VTPP monthly rates are payable over an Optional Payment Period (OPP) that is selected by the customer. The available OPPs are month-to-month, 24 months, or 48 months. For the purpose of applying VTPP regulations, electronic central office features are considered to be part of a Custom Centrex system, and a separate service to Centrex I and Centrex II systems.
1.	Transfer of Service — When transfer of service is provided for an associated Centrex I or Centrex II system, Electronic Central Office features may be transferred subject to the regulations in Section 1.
2.	Relocation of service is not available for electronic central office features.
3.	Termination Liability applicable to electronic central office features is dependent upon the payment period selected by the customer. For month-to-month there are no termination charges. For 24 months, the termination charges are 12 months of payments or 60% of the remaining monthly payments, whichever is less. For 48 months, the termination charges are 24 months of payments or 60% of the remaining monthly payments, whichever is less.

Verizon New England Inc.

2. Adjunct Features

2.3 Centrex Diversion Arrangements

2.3.1	Description
A.	Unrestricted or partially restricted station lines of a Centrex system may be equipped so that attempts to dial toll calls or calls over all tie lines, foreign exchange lines, on common control switching arrangement access lines result in the telephone user receiving a busy tone or being diverted to a Centrex system attendant. In addition, when suitable facilities permit, other diversion arrangements may be provided. A Centrex system or station may be equipped with more than one type of diversion arrangement.

2.3.2	Application of Rates and Charges
A.	Diversion arrangement rates and charges apply on an initial and subsequent installation basis.
1.	A S&E charge and monthly rates applies per arrangement and per line arranged.
a.	A minimum S&E charge or a maximum charge applies to each subsequent installation.

Verizon New England Inc.

2. Adjunct Features

2.4 INTELLISMART®

2.4.1	Description
A.	Intellismart service consists of a set of call management features which utilize the network's ability to forward the dialing party's telephone number between the originating and terminating central offices. Intellismart service depends on the availability of Signaling System 7 (SS7). It is available to digital Centrex customers from suitably equipped central offices where facilities permit. It may not be available when the subscriber completes or receives a call utilizing an interexchange carriers facilities.
B.	Call Management Features may be ordered individually. They are as follows. 1. Busy Redial— Automatically monitors and redials the telephone number of the most recent outgoing call. If the redialed telephone number is idle, the call completes immediately. If the redialed telephone number is busy, the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. The following types of calls cannot be automatically redialed. a. Calls to Toll-Free service numbers b. Calls to 900 service numbers c. Calls to 224 service numbers d. Calls preceded by an interexchange carrier access code e. Calls made on an international direct distance dialed basis f. Calls to emergency number 911 g. Calls to directory assistance service 2. Caller ID - Number Only*— Provides the originating telephone number of a non-blocked incoming call (subject to technical and other limitations, including availability of the number for forwarding) typically by the second telephone ring. This information is displayed on customer-provided equipment. Caller ID - Number Only is not provided on digital Centrex lines equipped with ISDN 3. Caller ID— Provides the telephone number and name associated with the line from which an incoming call originates, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. This information is displayed on customer-provided equipment, typically by the second ring. Caller ID is not provided on digital Centrex lines equipped with ISDN.

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2. Adjunct Features

2.4 INTELLISMART®

2.4.1	Description
B.	(Continued)
4.	Call Trace — Allows a customer to trace the most recent incoming call by dialing a code immediately after terminating the call. Verizon's central office equipment records and stores the incoming call message detail (date, time, and originating telephone number of the call) provided that the call was completed over a suitably equipped facility and the customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to the Annoyance Call Bureau where call details can be obtained by an appropriate law enforcement agency when the customer files a complaint.
5.	Call Waiting ID with Name — Allows a Caller ID customer, who is using the telephone and receives a second call via Call Waiting, to see the telephone number and associated name for the line from which the second incoming call originates subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. This information is displayed on a customer provided compatible display device attached to the customer's digital Centrex line. Call Waiting ID with Name is not provided on digital Centrex lines equipped with ISDN.
C.	Intellismart is offered on a subscription basis, with the exception of the Call Trace feature which is billed on a charge per activation, only when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will be provided only to an appropriate law enforcement agency.
1.	A monthly capped amount applies.
D.	Blocking
1.	Per Call Blocking is an originating option that allows customers to control the disclosure of their directory number on a call-by-call basis. When activated the option precludes the originating customer's telephone number from being displayed on the terminating customer's Caller ID display device. Per call blocking does not affect the operation of the other Intellismart features. Activation is accomplished by the calling party dialing the per call blocking activation code prior to initiating a call.
a.	Per call blocking is available in all central offices.
b.	There is no charge associated with per call blocking.
2.	Line Blocking allows customers to automatically block the disclosure of their directory number on all originating calls. The option precludes the originating customer's telephone number from being displayed on the terminating customer's Caller ID display device. Line blocking does not affect the operation of the other Intellismart features.
a.	There is no charge associated with line blocking.
E.	Intellismart requires technically compatible customer premises equipment in order for it to be provisioned in a satisfactory manner.

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2.5 Reserved for Future Use

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