

Verizon New England Inc.

15. Service Packages

15.1 WORKSMART PackagesSM

15.1.1	Description	
A.	WorkSmart which is offered subject to the availability of suitable facilities provides business customers with the option to select one of the following feature packages and provides discounts to subscribers who commit to a 12, 24, or 36 month commitment period.	
1.	Feature Pkg. 1— Call Waiting, Call Forwarding, Ultra Forward (1-20 lines), Caller ID – Number Only*	(N)
2.	Feature Pkg. 2— Call Waiting, Call Forwarding, Ultra Forward (1-20 lines), Three Way Calling	
3.	Feature Pkg. 3— Call Waiting, Call Forwarding, Ultra Forward (1-20 lines), Caller ID – Number Only*, Three Way Calling,	(N)
4.	Feature Pkg. 4— Call Forwarding, Ultra Forward (1-20 lines), Caller ID - Number Only*, Three Way Calling	(N)
5.	Feature Pkg. 5— Call Waiting, Call Forwarding, Ultra Forward (1-20 lines), Caller ID	
6.	Feature Pkg. 6— Call Waiting, Call Forwarding, Ultra Forward (1-20 lines), Caller ID, Three Way Calling	
7.	Feature Pkg. 7— Call Forwarding, Ultra Forward (1-20 lines), Caller ID, Three Way Calling	
8.	Feature Pkg. 8— Call Waiting, Call Forwarding, Ultra Forward (1-20 lines), Call Waiting ID with Name	
9.	Feature Pkg. 9— Call Waiting, Call Forwarding, Ultra Forward (1-20 lines), Call Waiting ID with Name, Three Way Calling	
10.	Feature Pkg. 10— Call Waiting, Call Forwarding, Caller ID	
11.	Feature Pkg. 11— Call Waiting, Call Forwarding, Three Way Calling, Caller ID	
12.	Feature Pkg. 12— Call Forwarding, Three Way Calling, Caller ID	
13.	Feature Pkg. 13— Call Waiting, Call Forwarding, Three Way Calling, Call Waiting ID with Name	
14.	Feature Pkg. 14— Call Waiting, Call Waiting ID with Name, Three Way Calling	
15.	Feature Pkg. 15— Call Waiting, Call Waiting ID with Name, Call Forwarding	
B.	WorkSmart is not available to customers who have analog or digital Centrex, ISDN, or PBX trunks.	
1.	Multi-line hunt group customers may only subscribe to feature package 4 and 9	
2.	WorkSmart is not available with temporary suspension of service.	
3.	WorkSmart is only available with touch-tone service.	

* Effective August 21, 2016, Caller ID – Number Only 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.

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Effective: August 21, 2016

Verizon New England Inc.

15. Service Packages

15.1 WORKSMART Packages SM

15.1.1 Description	
C.	WorkSmart is available only to customers who utilize Verizon as their local service provider, and whose basic service is provided over Verizon access lines.

15.1.2 Terms and Conditions	
A.	Termination Liability— For a customer who terminates service prior to the expiration of the commitment period and does not reconnect service at another business location prior to the end of the commitment period the following termination liability applies. - Up to 2 months—None - Between two months and the end of the contract period, a termination fee will be applied. - The termination liability does not apply when a WorkSmart customer subscribes to digital Centrex service prior to the expiration of his WorkSmart commitment period. - The termination liability does not apply when a WorkSmart customer removes the WorkSmart Package and subscribes to the Unlimited Local and Toll Usage for Business Plan and Feature Package 1 or Feature Package 2 prior to the expiration of his WorkSmart commitment period.
B.	Transfer of Service— WorkSmart may be relocated to a different premise. The number of access lines in service at the new location must be greater than or equal to the number of lines in service at the previous location.
C.	Customer Premises Equipment— The customer may be required to purchase customer premises equipment applicable to the services selected in the appropriate feature package as specified in the Product Guide terms and conditions for the services contained in the specific feature packages to which he is subscribing.

15.1.3 Application of Rates and Charges	
A.	Monthly rates apply for the individual service items that comprise a feature package, and are in addition to the rates and charges for the associated main telephone exchange service, and for other associated services.
B.	Rates — When the customer subscribes to a 12, 24 or 36 month commitment period, the package rates in Part M, Section 1, WorkSmart Packages will apply. The package rates include a discount on the individual service items that comprise a feature package. Service Order— A discount applies to the applicable Element 1 service order charge (either new connect or other change) when a customer subscribes to WorkSmart. - The Element 1 service order charge (other change) does not apply under the following conditions. - The customer changes from one WorkSmart package to another WorkSmart package during his term agreement. - The customer renews his WorkSmart package term agreement.

Verizon New England Inc.

15. Service Packages**15.1 WORKSMART Packages SM**

15.1.3 Application of Rates and Charges	
B. (Continued)	
3.	Additional Line— When a customer orders an additional network access line equipped with a WorkSmart feature package, the customer receives an additional discount off the monthly rate for the services in the WorkSmart Package on that additional network access line.
C.	Change in Length of Commitment Period— A customer may, at any time prior to the expiration of their commitment period, change to a longer or shorter commitment period at the then effective discount Product Guide rate.
1.	The termination liability does not apply when a customer changes his commitment period to a commitment that is longer or shorter than the time remaining in the existing commitment period.
2.	An Element 1 Service Ordering Charge (Other Changes) does not apply to change the length of the commitment period.

Verizon New England Inc.

15. Service Packages

15.2 ValuePack

ValuePack is limited to existing residential customers of record at existing locations on or before June 16, 2012.

15.2.1 Description	
A.	ValuePack is a billing arrangement whereby one-party residence customers can subscribe to any number of the following services/features and allowable combinations thereof at a single discounted monthly rate. The services are provided subject to their individual service terms and conditions specified elsewhere in Section 7.
1.	Ultra Forward Feature Access 1-20 lines
2.	Custom Calling Services— Call Forwarding, Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Waiting, Speed Dialing 8 Codes, Speed Dialing 30 Codes, Three Way Calling
3.	Phonesmart Services—*69, Call Waiting ID with Name, Caller ID, Caller ID - Number Only, Caller ID, Busy Redial.
4.	Distinctive Ring Service
B.	ValuePack is available only to customers whose basic service is provided over Verizon access lines.

15.2.2 Application of Rates and Charges	
A.	Monthly Rates— In lieu of the monthly rates that would otherwise apply for the individual services, a single ValuePack monthly rate will apply per line equipped, when a customer subscribes to those services as offered under ValuePack.
1.	The ValuePack monthly rate is in addition to the rates and charges for the associated one-party main telephone exchange service, as well as other applicable rates and charges that apply for other associated services.
B.	Service Charges— Element 1 service order charge does not apply.

Verizon New England Inc.

15. Service Packages

15.3 Verizon Regional Package Unlimitedsm

Verizon Regional Package Unlimitedsm is limited to existing residential customers of record at existing locations on or before June 16, 2012.

15.3.1	Description
A.	Verizon Regional Package Unlimited is a billing arrangement, which provides residence customers with a combination of a dial-tone access line, local usage, intraLATA toll usage and an optional feature package for a single monthly rate.
B.	Verizon Regional Package Unlimited includes one-party unlimited local exchange service and unlimited intraLATA toll usage. In addition, customers can select any three of the following value added services: 1. Caller ID or Call Waiting ID With Name, or Caller ID - Number Only. 2. Call Waiting 3. Call Forwarding 4. Call Forwarding Busy Line Don't Answer or Call Forwarding Busy Line or Call Forwarding Don't Answer 5. Distinctive Ring - Package I or Distinctive Ring - Package II 6. Busy Redial 7. *69 8. Speed Dialing 8 Codes or 30 Codes 9. Three-Way Calling 10. Ultra Forward
C.	Availability 1. Verizon Regional Package Unlimited is available to one-party residence customers whose basic exchange service and intraLATA toll service are provided over Verizon access lines. 2. Verizon Regional Package Unlimited is not available to customers receiving a lifeline reduction in monthly basic exchange service rates. Verizon Regional Package Unlimited is also not available to customers with ISDN, Centrex, or Student Centrex services. 3. Verizon Regional Package Unlimited is not available in conjunction with other local or intraLATA toll calling plans or packages.
D.	Verizon Regional Package Unlimited does not qualify for other discount plans offered elsewhere in this Product Guide.

Verizon New England Inc.

15. Service Packages**15.3 Verizon Regional Package Unlimitedsm**

Verizon Regional Package Unlimitedsm is limited to existing residential customers of record at existing locations on or before June 16, 2012.

15.3.2 Application of Rates and Charges	
A.	Monthly Rates - The Verizon Regional Package Unlimited rate applies in lieu of the monthly rates that would otherwise apply for the individual services included in the Verizon Regional Package Unlimited service offer.
B.	The Verizon Regional Package Unlimited rate applies to customer dialed station-to-station sent-paid calls and to operator dialed station-to-station sent-paid calls if facilities are not available for customer dial completion. The rate also applies to operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
C.	Service charges for installation of a network access line or for changing the class or grade of service do not apply when a customer is also subscribing to the Verizon Regional Package Unlimited plan. Service charges do not apply to add or change a feature. A total of three features (listed above) may be included in the service package at any time.

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15. Service Packages
15.4 Reserved for Future Use

Verizon New England Inc.

15. Service Packages
15.5 Local and Toll Package

15.5.1 Description	
A.	Availability - Effective August 1, 2002 Local and Toll package is no longer available to new customers. Existing customers may retain this service at their present location in the same or greater quantities.
B.	Local and toll package is a billing arrangement whereby residence customers can subscribe to the following appropriate (based on customer location) exchange service and features as a package for a single discounted monthly rate. The services are provided subject to their individual service terms and conditions specified elsewhere in this Product Guide. 1. Eastern LATA Unlimited Calling (including dial tone line) 2. CallAround 413 Plus (including dial tone line and local usage) 3. Touch tone 4. ValuePack (excluding speed Dialing 8 Codes)
C.	Local and toll package is not available to customers receiving a lifeline reduction in monthly basic exchange service rates.

15.5.2 Application of Rates and Charges	
A.	Monthly Rates - In lieu of the monthly rates that would otherwise apply for the individual services/features, a single SoundDeal monthly rate will apply per line equipped.
B.	Service charges do not apply

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15. Service Packages**15.6 Verizon Local Package Extrasm/Verizon Local Packagesm**

The Verizon Local Package Extrasm/Verizon Local Packagesm are limited to existing residential customers of record at existing locations on or before June 16, 2012.

15.6.1	Description
A.	Verizon Local Package Extra sm /Verizon Local Package sm is a billing arrangement which provides residence customers with a combination of local service and an optional feature package for a single monthly rate. All services are provided subject to their individual service terms and conditions specified elsewhere in the Product Guide.
B.	The Verizon Local Package Extrasm/Verizon Local Packagesm includes either one-party unlimited or Metropolitan exchange service and touchtone service. In addition, customers can select either the Verizon Local Packagesm option, which consists of up to any three of the following services, or the Verizon Local Package Extrasm option, which consists of any four or more of the following services: 1. Caller ID, call waiting ID with name, or Caller ID - Number Only. 2. Call waiting 3. Call forwarding 4. Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer 5. Distinctive ring—package I 6. Distinctive ring—package II 7. Busy Redial 8. *69 9. Speed calling 30 10. Three-way calling 11. Ultra forward 12. Anonymous call rejection
C.	Verizon Local Package Extra sm /Verizon Local Package sm is available only to customers whose basic exchange service is provided over Verizon access lines.
D.	Verizon Local Package Extra sm /Verizon Local Package sm is not available to customers receiving a lifeline reduction in monthly basic exchange service rates. Verizon Local Package Extra sm /Verizon Local Package sm is also not available to customers with ISDN, Centrex, Student Centrex services.

Verizon New England Inc.

15. Service Packages**15.6 Verizon Local Package Extrasm/Verizon Local Packagesm**

The Verizon Local Package Extrasm/Verizon Local Packagesm are limited to existing residential customers of record at existing locations on or before June 16, 2012.

15.6.2 Application of Rates and Charges	
A.	Monthly Rates— The Verizon Local Package Extra sm /Verizon Local Package sm rates apply in lieu of the monthly rates that would otherwise apply for the individual services included in Verizon Local Package Extra sm /Verizon Local Package sm .
B.	Service charges for installation of a network access line or changing the class or grade of service do not apply when a customer is also subscribing to the Verizon Local Package Extra sm /Verizon Local Package sm . Service charges do not apply to add a feature.

Verizon New England Inc.

15. Service Packages**15.7 Multi-Line Package Bonus Discount**

15.7.1 Description	
A.	Multi-line package bonus discount is a billing arrangement that provides one-party residence customers that have two or more access lines and purchase one or more of the following services/packages in allowable combinations, with a discount. Multi-line package bonus discount is limited to customers of record, at existing locations, on or before December 15, 2004.
1.	Verizon Local Package Extra sm
2.	Verizon Local Package sm – Effective October 19, 2002, the multi-line package bonus discount is no longer available for new Verizon Local Package sm customers. Existing customers will retain the discount at their present location.
3.	ValuePack
4.	Local and toll package
5.	Bay state east
6.	Eastern LATA unlimited calling
7.	CallAround 413 plus
8.	Verizon Regional Package Extra sm
B.	To be eligible for the multi-line package bonus discount, all the customer's lines must be on the same premises and billed to the same customer and billing telephone number.
C.	Multi-line package bonus discount is available only to customers whose basic service is provided over Verizon access lines.
D.	The services and packages are provided subject to their individual service terms and conditions specified elsewhere in the Product Guide.
E.	Multi-line package bonus discount is not available on services for which customers are receiving a lifeline reduction in monthly rates.

15.7.2 Application of Rates and Charges	
A.	A percent discount applies to the monthly rate for each eligible service/package on each line.
B.	The Element 1 service order charge does not apply to establish a multi-line package bonus discount.

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15. Service Packages**15.8**

Package Bonus Discount - Effective August 9, 2023, the Package Bonus Discount is withdrawn from this Product Guide, and Verizon will no longer provide this discount as of that date.

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Verizon New England Inc.

15. Service Packages**15.9 Verizon Regional Package Extrasm**

Verizon Regional Package Extrasm is limited to existing residential customers of record at existing locations on or before June 16, 2012.

15.9.1 Description	
A.	Verizon Regional Package Extra sm is a billing arrangement, which provides residence customers with a combination of local service, intraLATA toll and an optional feature package for a single monthly rate.
B.	Verizon Regional Package Extra sm includes one-party unlimited exchange service, unlimited intraLATA toll and touch-tone service. In addition, customers can select any of the following. 1. Caller ID, Call Waiting ID with Name, or Caller ID - Number Only. 2. Call Waiting 3. Call Forwarding 4. Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer 5. Call Intercept* 6. Distinctive Ring - Package I 7. Distinctive Ring - Package II 8. Busy Redial 9. *69 10. Speed Calling 30 11. Three-way Calling 12. Ultra Forward 13. Anonymous Call Rejection
C.	Verizon Regional Package Extra sm is available only to one-party residence customers whose basic exchange service and intraLATA toll service are provided over Verizon access lines. Verizon Regional Package Extra sm is available for resale.
D.	Verizon Regional Package Extra sm is not available to customers receiving a lifeline reduction in monthly basic exchange service rates. Verizon Regional Package Extra sm is also no available to customers with ISDN, Centrex, or Student Centrex services.

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* Effective August 9, 2023, Call Intercept is withdrawn from this Product Guide, and Verizon will no longer provide this feature as of that date.

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Verizon New England Inc.

15. Service Packages

15.9 Verizon Regional Package Extrasm

Verizon Regional Package Extrasm is limited to existing residential customers of record at existing locations on or before June 16, 2012.

15.9.1 Description	
E.	Verizon Regional Package Extra sm does not qualify for other discount plans offered elsewhere in this Product Guide with the exception of the following discount(s):
1.	Multi-Line Package Bonus Discount applies to Verizon Regional Package Extra sm customers as specified in 15.7.1.A.8.

15.9.2 Application of Rates and Charges	
A.	Monthly Rates - The Verizon Regional Package Extra sm rates apply in lieu of the monthly rates that would otherwise apply for the individual services included in Verizon Regional Package Extra sm .
B.	Service charges for installation of a network access line or changing the class or grade of service do not apply when a customer is also subscribing to the Verizon Regional Package Extra sm . Service charges do not apply to add a feature.

Verizon New England Inc.

15. Service Packages

15.10 Corporate Rewards

15.10.1	Description
A.	Corporate rewards is a billing arrangement that provides business customers with an optional calling plan and various discounts consisting of the following components:
1.	Qualifying Usage —consists of usage assessed either on a per-line or on a per-minute basis.
a.	Per-line Basis Centrex Lines at \$25 per-line.
b.	Per-minute Basis -Uniform rates that do not vary by time of day or day of week, billed on a per-minute basis and timed at one second increments, apply to the following types of customer-dialed station-to-station sent paid calls. Measured local IntraLATA toll Toll-Free and Dedicated Toll Free Circuit switched data
2.	Volume Discount —applies a discounted rate to qualifying, monthly usage charges aggregated from all of a customer's billing telephone numbers (BTNs) within the state that subscribe to Corporate Rewards. The volume discount rate is automatically adjusted should a customer's qualifying usage vary between usage tiers. The qualifying usage tier is determined by rating usage at the Corporate Rewards base rate. There is a maximum and a minimum qualifying usage threshold that a customer's usage must be within in order to qualify for a volume discount.
3.	Loyalty Discount —applies in the 13th month. For each consecutive year, up to and including the fifth year, a customer will receive an increased loyalty discount. After the fifth year, customers will continue to receive a loyalty discount capped at the fifth year discount level. Loyalty discount will apply to the customer's discounted monthly usage charges and will be applied on a BTN level. Customers that exceed the Tier 4 maximum monthly aggregated usage volume will not receive a loyalty discount.
4.	Access Line Discount —applies to one-party business exchange line(s), trunk lines, ISDN Basic, ISDN PRI and Flexpath lines. Customers will receive a fixed dollar discount on eligible access lines. Access lines included in customer specific pricing agreements are ineligible for the access line discount. However, customers with customer specific pricing agreements are eligible to subscribe to and receive the benefits of all the other Corporate Rewards components.
a.	Customers that exceed the Tier 4 maximum monthly aggregated usage volume will not receive access line discounts.
b.	Customers that do not exceed the Tier 1 maximum monthly usage volume will not receive access line discounts.
c.	For customers subscribing to a two or three-year Corporate Rewards Service Agreement, access line discounts will apply only to those access lines rated on a month-to-month basis. Customers cannot combine the Corporate Rewards access line discount with other access line term arrangements. Customers must convert their existing access lines to a month-to-month basis in order to be eligible for the two or three-year access line discounts.

Verizon New England Inc.

15. Service Packages

15.10 Corporate Rewards

15.10.1	Description
4.	(Cont'd)
d.	Effective August 1, 2009, applicable element 1 and element 2 charges associated with individual business lines and PBX trunks will be waived when customers subscribe to a two or three-year Corporate Rewards Service Agreement. Premises work charges will apply. Full applicable element 1 and element 2 charges will be charged back to the customer if the customer leaves Verizon or disconnect any line(s) or trunk(s), or terminates the service agreement within 12 months after signing the term agreement.
B.	Minimum Usage Threshold—A customer must meet a minimum monthly usage threshold. The minimum monthly usage threshold is equal to 20% of the tier one minimum usage threshold that qualifies customers for a volume discount. Should a customer's actual monthly aggregate qualified usage revenue be less than the minimum usage threshold, a minimum usage fee will be applied to the customer's main billing telephone number. The minimum usage fee is equal to the difference between the minimum monthly usage threshold and the customer's actual monthly aggregate qualified usage revenue.
C.	Service Agreement— Customers are required to sign a one-, two- or three-year service agreement. Customers will be required to identify a main billing telephone number in the service agreement to which any applicable minimum usage charge or termination charge will be applied. At the end of the term period, the service agreement will be automatically renewed for a period equal to the customer's original term agreement unless the customer notifies Verizon otherwise. The automatic renewal includes a 60-day grace period during which the subscriber may remove the plan without penalty.
D.	Termination 1. Customers may terminate participation at any time provided the customer gives Verizon a 60-day written notice. The termination will go into effect in the first full billing period following the 60-day notification period. If a customer chooses to cancel the service agreement or disconnects their main billing telephone number identified in the service agreement prior to the expiration date of the term set forth in the service agreement a termination liability charge will apply. In addition, customers that sign a two or three-year service agreement will be required to return all access line discounts received in accordance with their service agreement. Discounts that must be returned will be calculated as follows: Number of access lines/services X discount amount per access line/service X number of months expired under the service agreement. 2. A customer is exempt from paying a termination liability charge under the following conditions: a. A customer migrates to another Verizon product or service, selects a new main billing telephone number; or b. A customer terminates participation on the expiration date of the service agreement. The Customer must provide written notice prior to the expiration date. Verizon will terminate the plan in the first full billing period following the sixty day written notice or the first full billing period following the expiration date, whichever is later, or c. A customer terminates the service agreement during the 60-day grace period of a contract that has been automatically renewed, or d. A customer upgrades service to a higher speed or capacity offered by a Verizon wireline affiliate.

Effective: January 1, 2015

Verizon New England Inc.

15. Service Packages
15.10 Corporate Rewards

15.10.2 Application of Rates and Charges	
A.	There is no per message charge applicable to Corporate Rewards qualifying usage.
B.	Corporate Rewards is not available with the following usage: 1. Any local, toll or circuit switched data optional calling plan/customer specific pricing (CSP) plan calls 2. Public access line (PAL) service 3. Public access smart-pay line (PASL) service 4. Foreign exchange service 5. Dormitory communication service 6. emergency number 911 7. Directory Assistance service and National Directory Assistance 8. Message Telecommunications for Disabled Persons

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15. Service Packages**15.11 Business Rewards**

As of July 21, 2020, the Business Rewards program will be withdrawn from (C)
this Product Guide and all customers will cease receiving loyalty rewards after (C)
July 21, 2020. (C)

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15. Service Packages

15.11 Business Rewards

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Verizon New England Inc.

15. Service Packages**15.12 Verizon Regional Packagesm**

Verizon Regional Packagesm is limited to existing residential customers of record at existing locations on or before June 16, 2012.

15.12.1	Description
A.	Verizon Regional Package sm is a billing arrangement, which provides residence customers with a combination of unlimited local service, unlimited intraLATA toll service and an optional feature package for a single monthly rate.
B.	Verizon Regional Packagesm includes one-party unlimited exchange service, unlimited intraLATA toll and touch-tone service. In addition, customers can select any of the following value added services: 1. Caller ID, Call Waiting ID with Name or Call Waiting ID Deluxe with Name 2. Anonymous Call Rejection 3. Call Forwarding Busy Line or, Call Forwarding Don't Answer or Call Forwarding Busy Line Don't Answer 4. Call Waiting 5. Three-way Calling 6. Speed Dialing 8 or 30
C.	Availability 1. Verizon Regional Packagesm is available to one-party residence customers whose basic exchange service and intraLATA toll service are provided over Verizon access lines. 2. Verizon Regional Packagesm is not available to customers receiving a lifeline reduction in monthly basic exchange service rates. Verizon Regional Packagesm is also not available to customers with ISDN, Centrex, or Student Centrex services. 3. Verizon Regional Packagesm is not available in conjunction with any other local or intraLATA toll calling plans or packages.
D.	Verizon Regional Package sm does not qualify for other discount plans offered elsewhere in this Product Guide.

Verizon New England Inc.

15. Service Packages

15.12 Verizon Regional Packagesm

Verizon Regional Packagesm is limited to existing residential customers of record at existing locations on or before June 16, 2012.

15.12.2 Application of Rates and Charges	
A.	Monthly Rates - The Verizon Regional Package sm rate applies in lieu of the monthly rates that would otherwise apply for the individual services included in the Verizon Regional Package sm offer.
B.	Service charges for installation of a network access line or changing the class or grade of service do not apply when a customer is also subscribing to Verizon Regional Package sm . Service charges do not apply to add a feature.

Verizon New England Inc.

15. Service Packages**15.13 Unlimited Local Usage for Business**

15.13.1 Description	
A.	Unlimited Local Usage for Business is an optional calling plan which includes unlimited local voice usage for a flat monthly rate. Unlimited Local for Business is only available to business customers with Business exchange service and/or Digital Centrex Plus Service, as set forth below. Exchange Access line rate is not included.
1.	Unlimited local voice usage includes the customer's local calling area including Zone 1 and Zone 2 usage where applicable.

15.13.2 Terms and Conditions	
A.	Unlimited Local Usage for Business is available on Business exchange service and Digital Centrex Plus lines where facilities permit.
B.	Unlimited Local Usage for Business is available only to customers who subscribe to Verizon Massachusetts as their carrier for all local and intraLATA toll calls.
C.	Unlimited Local Usage for Business applies per telephone line.
D.	Unlimited Local Usage for Business packages are available to business customers who subscribe to 25 or fewer Verizon lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
E.	Eligible business customers may subscribe to the Unlimited Local Usage for Business plan for a maximum of ten (10) lines per customer location.
F.	Unlimited Local Usage for Business is not available with, PBX trunks, ground start lines or trunks, ISDN Basic Service, ISDN Primary Service, Remote Call Forwarding Service, Foreign Exchange Service, Public Telephone Service, Flexpath, and Analog to Digital Conversion Digital PBX Services. Unlimited Local Usage for Business is limited to existing Foreign Central Office customers of record, at existing locations, on or before May 15, 2005.
G.	Unlimited Local Usage for Business is not available with the following business packages or optional plans: Selective Calling Service, Corporate Rewards, Customer Specific Pricing Plans (CSP), and Facility Based Payment Options plans (FPO's).
H.	Unlimited Local Usage for Business does not apply to the following calls and services: - Calling Card - Time, Lottery and Weather - 555, 700, 900, 976 Service - Busy Line Verification - Circuit 9 Service - Directory Assistance Call Completion - All Other Operator Handled Calls - Three-Way Calling (per activation) - Emergency Interrupt - Repeat Calls, Return Calls (per activation) - IDS Type Calls (Audiotext) - Intercept Call Completion - Mass Announcement Services - Directory Assistance - Group Bridging Service.

Verizon New England Inc.

15. Service Packages**15.13 Unlimited Local Usage for Business**

15.13.2 Terms and Conditions	
I.	All terms and conditions applicable to Digital Centrex Plus Service as specified in Part H, Section 5 of this Product Guide apply to that service when offered with Verizon's Unlimited Local Usage for Business package.
J.	Unlimited Local Usage for Business may be used only for voice applications and incidental non-broadcast facsimile usage and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. As set forth in Part A, Section 1.4.1.D, Verizon reserves the right to restrict the amount of other services and equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, Verizon may suspend, restrict or cancel the Service. Details on calls made will not be available for this service.

15.13.3 Month-to-Month and One-Year Term Agreements – Effective August 21, 2016, the Unlimited Local Usage for Business one year term plan commitment is no longer available to new customers. Existing customers may maintain their service and the one year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permissible.	
A.	Unlimited Local Usage for Business is available on a Month-to-Month basis or as a One-Year Term.
B.	Customers may discontinue the Month-to-Month package at any time upon request to Verizon.
C.	One-Year Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive One-Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30-days' notice of any change.
1.	In the event the customer terminates the One-Year Term service within the first 60-days, starting on the Order Completion Date, the customer will be liable for the month-to-month charges up to the date of termination, and any termination liability will be waived. If the customer terminates service after 60-calendar days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge per line for each month remaining in the term. An early termination charge will not apply under the following circumstances:
a.	Customer moves existing service either to a new customer location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term; or
b.	Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
c.	Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

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Effective: August 21, 2016

Verizon New England Inc.

15. Service Packages**15.13 Unlimited Local Usage for Business**

15.13.3	Month-to-Month and One-Year Term Agreements – Effective August 21, 2016, the Unlimited Local Usage for Business one year term plan commitment is no longer available to new customers. Existing customers may maintain their service and the one year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permissible.	(N)
C.1	(Continued)	(N)
d.	After August 21, 2016, if the customer terminates the One-Year term agreement after 60 days, but prior to the completion of the term commitment period, the customer shall not be liable for an early termination charge of 25% of the monthly recurring charge per line for the remainder of the term.	(N)

15.13.4 Application of Rates and Charges	
A.	The Unlimited Local Usage for Business monthly rate applies in addition to and does not include a Basic Exchange Dial Tone Line or Digital Centrex Plus line.
B.	Service and Equipment connection charges do not apply to an existing customer who chooses to add Unlimited Local Usage for Business to their line or changes from (Part A, Section 5.1) Basic Exchange Business 1-Party Unlimited usage service to enroll in Unlimited Local Usage for Business.

Effective: August 21, 2016

Verizon New England Inc.

15. Service Packages**15.14 Unlimited Local and Toll Usage Plan for Business**

15.14.1 Description	
A.	Unlimited Local and Toll Usage for Business is an optional calling plan which includes unlimited local and toll voice usage for a flat monthly rate. Unlimited Local and Toll Usage for Business is only available to business customers with Business exchange service and/or Digital Centrex Plus Service, as set forth below. Exchange Access line rate is not included.
1.	Unlimited local voice usage includes the customer's local calling area including Zone 1 and Zone 2 usage where applicable.

15.14.2 Terms and Conditions	
A.	Unlimited Local and Toll Usage for Business is available on Business exchange service and Digital Centrex Plus lines where facilities permit.
B.	Unlimited Local and Toll Usage for Business is available only to customers who subscribe to Verizon Massachusetts as their carrier for all local and intraLATA toll calls.
C.	Unlimited Local and Toll Usage for Business applies per telephone line.
D.	Unlimited Local and Toll Usage for Business packages are available to business customers who subscribe to 25 or fewer Verizon lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
E.	Eligible business customers may subscribe to the Unlimited Local and Toll Usage for Business plan for a maximum of ten (10) lines per customer location.
F.	Unlimited Local and Toll Usage for Business is not available with PBX trunks, ground start lines or trunks, ISDN Basic Service, ISDN Primary Service, Remote Call Forwarding Service, Foreign Exchange Service, Public Telephone Service, Flexpath, and Analog to Digital Conversion Digital PBX Services. Unlimited Local and Toll Usage for Business is limited to existing Foreign Central Office customers of record, at existing locations, on or before May 15, 2005.
G.	Unlimited Local and Toll Usage for Business is not available with the following business packages or optional plans: Selective Calling Service, Corporate Rewards, Customer Specific Pricing Plans (CSP), and Facility Based Payment Option plans (FPO's).
H.	Unlimited Local and Toll Usage for Business does not apply to the following calls or services: - Calling Card calls - Time, Lottery and Weather - 555, 700, 900, 976 Service - Busy Line Verification - Circuit 9 Service - Directory Assistance Call Completion - All Other Operator Handled Calls - Three-Way Calling (per activation) - Emergency Interrupt - Repeat Calls, Return Calls (per activation) - IDS Type Calls (Audiotext) - Intercept Call Completion - Mass Announcement Services - Directory Assistance - Group Bridging Service.

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Verizon New England Inc.

15. Service Packages**15.14 Unlimited Local and Toll Usage for Business**

15.14.2 Terms and Conditions	
I.	All terms and conditions applicable to Digital Centrex Plus Service as specified in Part H, Section 5 of this Product Guide apply to that services when offered with Verizon's Unlimited Local and Toll for Business package.
J.	Unlimited Local and Toll Usage for Business may be used only for voice applications and incidental non-broadcast facsimile usage and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. As set forth in Part A, Section 1.4.1.D, Verizon reserves the right to restrict the amount of other services and equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service. Details on calls made will not be available for this service.

15.14.3 Optional Feature Package	
A.	The following optional feature packages are available to customers that subscribe to the Unlimited Local and Toll Usage Plan for Business.
B.	Customers that meet the requirements of the Unlimited Local and Toll Usage for Business Plan are eligible to order Feature Package 1 and Feature Package 2 subject to the availability of facilities.
C.	Feature Package 1 includes Call Forwarding, Call Waiting and Three-Way Calling. The customer can select any single feature, any combination of two features, or all three features in this package. All existing restrictions and terms and conditions for the individual features will apply.
D.	Feature Package 2 includes Caller ID with Name/Call Waiting ID with Name. All existing restrictions and terms and conditions for the individual features will apply.
E.	The optional feature packages must be on the same line as the Unlimited Local and Toll Usage Plan for Business.

15.14.4 Month-to-Month and One-Year Term Agreements - Effective August 21, 2016, the Unlimited Local and Toll Usage for Business one year term plan commitment is no longer available to new customers. Existing customers may maintain their service and the one year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permissible.		(N)
A.	Unlimited Local and Toll Usage for Business is available on a Month-to-Month basis or as a One-Year Term.	(N)
B.	Customers may discontinue the Month-to-Month package at any time upon request to Verizon.	

Effective: August 21, 2016

Verizon New England Inc.

15. Service Packages**15.14 Unlimited Local and Toll Usage for Business**

15.14.4	Month-to-Month and One-Year Term Agreements - Effective August 21, 2016, the Unlimited Local and Toll Usage for Business one year term plan commitment is no longer available to new customers. Existing customers may maintain their service and the one year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permissible.	(N) (N)
C.	One-Year Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive One-Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30-days' notice of any change.	
1.	In the event the customer terminates the One-Year Term service within the first 60-days, starting on the Order Completion Date, the customer will be liable for the month-to-month charges up to the date of termination, and any termination liability will be waived. If the customer terminates service after 60-calendar days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge per line for each month remaining in the term. An early termination charge will not apply under the following circumstances:	
a.	Customer moves existing service either to a new customer location within the same address and/or same building (inside move) or to a new customer location (outside move) and maintains that service for the remainder of the term; or	
b.	Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or	
c.	Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.	
d.	After August 21, 2016, if the customer terminates the One-Year term agreement after 60 days, but prior to the completion of the term commitment period, the customer shall not be liable for an early termination charge of 25% of the monthly recurring charge per line for the remainder of the term.	(N) (N)

15.14.5	Application of Rates and Charges
A.	The Unlimited Local and Toll Usage for Business monthly rate applies in addition to and does not include a Basic Exchange Dial Tone Line or Digital Centrex Plus line.
B.	Service and Equipment connection charges do not apply to an existing customer who chooses to add Unlimited Local and Toll Usage for Business to their line or changes from (Part A, Section 5.1) Basic Exchange Business 1-Party Unlimited usage service to enroll in Unlimited Local and Toll Usage for Business.
C.	The monthly rates for the optional Feature Packages 1 and 2 are in addition to the monthly rate for the Unlimited Local and Toll Usage for Business plan.

Effective: August 21, 2016

Verizon New England Inc.

15. Service Packages

15.15 Reserved for Future Use

Verizon New England Inc.

15. Service Packages**15.16 Regional Essentials**

15.16.1 Description	
A.	Regional Essentials is a billing arrangement, which provides residence customers with a combination of a dial-tone access line, local usage, intraLATA toll usage and an optional feature package for a single monthly rate.
B.	Regional Essentials includes one-party unlimited local exchange service and intraLATA toll usage. In addition, customers can select any three of the following value added services: 1. Caller ID or Call Waiting ID With Name, or Caller ID - Number Only* 2. Call Waiting 3. Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line*, or Call Forwarding Don't Answer*
C.	Availability 1. Regional Essentials is available to one-party residence customers whose basic exchange service and intraLATA toll service are provided over Verizon access lines. 2. Regional Essentials is not available to customers receiving a lifeline reduction in monthly basic exchange service rates. Regional Essentials is also not available to customers with ISDN, Centrex, or Student Centrex services. 3. Regional Essentials is not available in conjunction with other local or intraLATA toll calling plans or packages.
D.	Regional Essentials does not qualify for other discount plans offered elsewhere in this Product Guide with the exception of the following discount(s): 1. A Verizon bundle discount applies to qualified Regional Essentials customers as specified in 15.16.2.D., 15.16.2.E., 15.16.2.F., 15.16.2.G., 15.16.2.H. and 15.16.2.I.

15.16.2 Application of Rates and Charges	
A.	Monthly Rates - The Regional Essentials rate applies in lieu of the monthly rates that would otherwise apply for the individual services included in the Regional Essentials service offer.
B.	The Regional Essentials rate applies to customer dialed station-to-station sent-paid calls and to operator dialed station-to-station sent-paid calls if facilities are not available for customer dial completion. The rate also applies to operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
C.	Service charges for installation of a network access line do not apply when a customer is also subscribing to the Regional Essentials plan. A total of three features (listed above) may be included in the service package at any time.

* Effective June 16, 2012, Caller ID - Number Only, Call Forwarding Busy Line, and Call Forwarding Don't Answer are no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.

Verizon New England Inc.

15. Service Packages**15.16 Regional Essentials**

15.16.2 Application of Rates and Charges	
D.	Bundle Discount I – Effective April 17, 2011, the Bundle Discount I is not available to new customers. Existing customers may retain this package at existing locations in accordance with the terms and conditions described herein. A customer is eligible to receive a monthly discount on Regional Essentials when the customer also subscribes to an unlimited long distance call plan, plus one of the following products: - Verizon On-line Broadband (Up to 1.0 Mbps or Up to 3.0 Mbps or Up to 7.1 Mbps or Up to 15.1 Mbps). Verizon Broadband Up to 1.0 Mbps, Up to 3.0 Mbps, Up to 7.1 Mbps or Up to 15.1 Mbps package refers to a specific Verizon offering that offers a maximum speed of 1.0 Mbps, 3.0 Mbps, 7.1 Mbps or 15.1 Mbps and does not refer to other products that offer lower maximum speeds. - DIRECTV® (Choice or Higher) - Verizon On-line Broadband (Up to 1.0 Mbps or Up to 3.0 Mbps or Up to 7.1 Mbps or Up to 15.1 Mbps) and DIRECTV® (Choice or Higher) 1. Discontinuance of any one of the services listed above will result in immediate termination of the discount. Customers are limited to one discount only and cannot combine discounts. 2. The initial Bundle Discount I will continue for 12 months. At the conclusion of the initial discount period, the customer's Bundle Discount I will renew continuously at the renewal rates specified in Part M of this Product Guide. 3. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.
E.	Bundle Discount II – Effective January 22, 2017, the Bundle Discount II is not available to new customers. Existing customers may retain this package at existing locations in accordance with the terms and conditions described herein. A customer is eligible to receive a monthly discount on Regional Essentials when the customer also subscribes to: - A qualifying unlimited long distance calling plan and one of the following: * Verizon High Speed Internet or Verizon High Speed Internet plus DIRECTV® * DIRECTV® - Without a qualifying unlimited long distance calling plan and one of the following: * Verizon High Speed Internet or Verizon High Speed Internet plus DIRECTV® * DIRECTV® An additional monthly discount will apply for 24 months as specified in Part M of this Product Guide to customers purchasing this discount through the Verizon website 1. Discontinuance of any one of the services listed above will result in immediate termination of the discount. Customers are limited to one discount only and cannot combine discounts. 2. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.
F.	Bundle Discount III –A customer is eligible to receive a monthly discount on Regional Essentials when the customer also subscribes to: - A qualifying unlimited long distance calling plan and the following: * Verizon High Speed Internet - Without a qualifying unlimited long distance calling plan and the following¹: * Verizon High Speed Internet An additional monthly discount will apply for 24 months as specified in Part M of this Product Guide to customers purchasing this discount through the Verizon website ¹ Effective January 24, 2019, Regional Essential Bundle Discount Plans without a qualifying Unlimited Long Distance plan offered with High Speed Internet along with the corresponding 24-month discount for buying on-line is not available to new customers. Existing customers may retain their current service at existing locations in accordance with the terms and conditions described herein in.

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Effective: January 24, 2019

Verizon New England Inc.

15. Service Packages

15.16 Regional Essentials

15.16.2 Application of Rates and Charges	
F. Bundle Discount III (Cont'd)	
1. Discontinuance of the services listed above will result in immediate termination of the discount. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon MA.	(N)
2. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.	(N)
G. FiOS Bundle Discount I – (Limited to customers of record at existing locations prior to July 18, 2010). A customer is eligible to receive a monthly discount on Regional Essentials when the customer also subscribes to an unlimited long distance calling plan plus the following FiOS products with a 6, 12 or 24 month commitment:	(T)
- FiOS Internet (packages of less than 50M download speed) - FiOS TV premium service tier - FiOS Internet (packages of less than 50M download speed) and any FiOS TV premium service tier	
1. Discontinuance of any one of the services listed above will result in immediate termination of the discount, except that, as of January 18, 2014, customers subscribed to Regional Essentials FiOS Bundle Discount I may upgrade to a currently available FiOS Internet or FiOS TV plan and retain their Regional Essentials FiOS Bundle Discount I discount as applicable. Each product must be billed by Verizon MA.	
2. Conclusion of the FiOS Bundle Discount I - 6-month Commitment at the expiration of the initial 6-month term, the FiOS Bundle Discount I will renew on a month to month basis at the 6-month initial term commitment FiOS Bundle Discount I rates specified in Part M of this Product Guide.	
3. Conclusion of the FiOS Bundle Discount I - 12-month Commitment - For subscribers on or before September 21, 2007, the FiOS Bundle Discount I will renew on a month to month basis at the renewal rates specified in Part M of this Product Guide. For subscribers on or after September 22, 2007, the FiOS Bundle Discount I will renew on a month to month basis at the 12-month initial term Commitment FiOS Bundle Discount I rates specified in Part M of this Product Guide.	
4. Conclusion of the FiOS Bundle Discount I - 24-month Commitment – the FiOS Bundle Discount I will renew on a month to month basis at the 24-month initial term commitment FiOS Bundle Discount I rates specified in Part M of this Product Guide.	
5. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.	
H. FiOS Bundle Discount II – A customer is eligible to receive a monthly discount, at the rates specified in Part M of this Product Guide, on Regional Essentials when the customer also subscribes to an unlimited long distance calling plan and at least one of the following FiOS products month-to-month or with a 24-month term commitment. The Regional Essentials discount is not available in areas where alternative services are made available by Verizon.	(T)
- FiOS TV - FiOS Internet	
1. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.	
2. Discontinuance of any one of the services listed above will result in immediate termination of the discount.	
3. Each product must be billed by Verizon Massachusetts.	

Effective: January 22, 2017

Verizon New England Inc.

15. Service Packages**15.16 Regional Essentials****15.16.2 Application of Rates and Charges**

- I. Voice Discount** is an offering for which a residential customer can qualify, subject to the limitations described below, by agreeing to subscribe their primary line to Regional Essentials combined with a qualifying unlimited long distance calling plan as described below, for a 12-month term. (T)
- Residence customers who call to disconnect their basic exchange primary line, customers who change their local service from another provider to Verizon, new customers, customers responding to a marketing offer, or customers who have changed their local service from another provider to Verizon and have initiated local service with Verizon within the past 30 days and specifically request these rates in response to direct mailings, advertising or other Verizon marketing activities will be eligible for the following Voice Discount Plan. Also, eligible customers include those already subscribing to Regional Essentials or customers who currently subscribe to an alternate qualifying service package and agree to subscribe to Regional Essentials. (Alternate qualifying service packages include: Verizon Local Packagesm, Verizon Local Package Extrasm, Verizon Regional Packagesm, Verizon Regional Package Extrasm, Verizon Regional Package Unlimitedsm, and Regional Value.).
- Subject to the provisions of the following paragraph, customers (i) who call Verizon Massachusetts to disconnect their Verizon primary dial tone service and agree to retain such service or (ii) establish dial tone service within 30 days with Verizon Massachusetts after disconnecting their dial tone service from another provider or (iii) contact Verizon citing competitor's offers or otherwise indicate potential future disconnection based on price considerations.
- Customers who subscribe to Regional Essentials or Regional Essentials combined with a qualifying unlimited long distance calling plan and who meet the requirements of the preceding paragraph, will not automatically be eligible for this offering. Instead the Voice Discount will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by Verizon.
1. The Voice Discount, as specified in Part M of this Product Guide, will apply for the entire 12-month term of the customer's commitment, from the date it is implemented on a customer's account.
 2. At the conclusion of the initial 12-month term, the customer's Voice Discount will be automatically renewed on a month-to-month basis at the renewal rates specified in Part M of this Product Guide with no termination liability.
 3. If, prior to the end of the initial 12-month term or the renewal term, the eligible customer removes Regional Essentials or the qualifying unlimited long distance calling plan associated with Regional Essentials, the customer will lose the Regional Essentials Voice Discount.
 4. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.
 5. Each product must be billed by Verizon Massachusetts.
 6. There is no charge for eligible customers to enroll in the Voice Discount Offering.

Verizon New England Inc.

15. Service Packages**15.16 Regional Essentials**

15.16.2 Application of Rates and Charges	
J.	Affiliate Bundle Discount – Effective April 17, 2011, the Affiliate Bundle Discount is not available to new customers. Existing customers may retain this package at existing locations in accordance with the terms and conditions described herein. A customer is eligible to receive a monthly discount on Regional Essentials when the customer also subscribes to an unlimited long distance call plan and Verizon affiliated products, as determined by Verizon. - Discontinuance of any one of the affiliate services will result in immediate termination of the discount. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon MA. - The initial Affiliate Bundle Discount will continue for 12 months. At the conclusion of the initial discount period, the customer's Bundle Discount will renew continuously at the renewal rates specified in Part M of this Product Guide. - Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.
K.	Feature Package – A Regional Essentials customer is eligible to receive a Feature Package at no additional charge when the customer also subscribes to a qualifying unlimited long distance calling plan. The feature package includes the following features: - Call Forwarding, Three-Way Calling and a non-regulated feature determined by Verizon* * As of November 16, 2013, the non-regulated feature (Verizon Call Assistant) is no longer available to new customers. Existing customers may retain this feature as part of this package at existing locations in accordance with the terms and conditions described herein. - The Feature Package will automatically be provided to customers newly subscribing to Regional Essentials on or after April 18, 2010. Customers subscribing to Regional Essentials prior to April 18, 2010 will be eligible to receive the Feature Package upon customer request. - If the customer removes Regional Essentials or the qualifying unlimited long distance calling plan associated with Regional Essentials, the customer will lose the Feature Package. - Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions. - Each product must be billed by Verizon Massachusetts.

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15. Service Packages**15.17 Regional Value**

15.17.1 Description	
A.	Regional Value is a billing arrangement, which provides residence customers with a combination of a dial-tone access line, local usage, and unlimited intraLATA toll usage for a single monthly rate.
B.	Availability
1.	Regional Value is available to one-party residence customers whose basic exchange service and intraLATA toll service are provided over Verizon access lines.
2.	Regional Value is not available to customers receiving a lifeline reduction in monthly basic exchange service rates. Regional Value is also not available to customers with ISDN, Centrex, or Student Centrex services.
3.	Regional Value is not available in conjunction with other local or intraLATA toll calling plans or packages.
C.	Regional Value does not qualify for other discount plans offered elsewhere in this Product Guide with the exception of the following discount described in 15.17.2.E and 15.17.2.F.

15.17.2 Application of Rates and Charges	
A.	Monthly Rates - The Regional Value rate applies in lieu of the monthly rates that would otherwise apply for the individual services included in the Regional Value service offer.
B.	The Regional Value rate applies to customer dialed station-to-station sent-paid calls and to operator dialed station-to-station sent-paid calls if facilities are not available for customer dial completion. The rate also applies to operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
C.	Service charges for installation of a network access line do not apply when a customer is also subscribing to the Regional Value plan.
D.	

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15. Service Packages**15.17 Regional Value****15.17.2 Application of Rates and Charges**

- E. Voice Discount** is an offering for which a residential customer can qualify, subject to the limitations described below, by agreeing to subscribe their primary line to Regional Value or Regional Value combined with a qualifying unlimited long distance calling plan as described below, for a 12-month term.
- Residence customers who call to disconnect their basic exchange primary line, customers with a qualifying service package (Qualifying service packages include: Verizon Local Packagesm, Verizon Local Package Extrasm, Verizon Regional Packagesm, Verizon Regional Package Extrasm, Verizon Regional Package Unlimitedsm, Regional Value, and Regional Essentials), customers who change their local service from another provider to Verizon, new customers, customers responding to a marketing offer, or customers who have changed their local service from another provider to Verizon and have initiated local service with Verizon within the past 30 days or Verizon Online high speed internet service or Verizon FiOS Internet customers who establish dial tone service and specifically request these rates in response to direct mailings, advertising or other Verizon marketing activities will be eligible for the following Voice Discount Plan.
- Subject to the provisions of the following paragraph, customers (i) who call Verizon to disconnect their Verizon primary dial tone service and agree to retain such service or (ii) establish dial tone service within 30 days with Verizon after disconnecting their dial tone service from another provider or (iii) customers who have Verizon Online High Speed Internet service or Verizon FiOS Internet service but no dial tone service from Verizon and agree to establish dial tone service with Verizon or (iv) who contact Verizon to order Verizon Online High Speed Internet service or Verizon FiOS Internet service but do not initially seek dial tone service from Verizon but who agree to establish dial tone service with Verizon or (v) contact Verizon citing competitor's offers or otherwise indicate potential future disconnection based on price considerations.
- Customers who subscribe to Regional Value or Regional Value combined with a qualifying unlimited long distance calling plan and who meet the requirements of the preceding paragraph, will not automatically be eligible for this offering. Instead the Voice Discount will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by Verizon.
1. The Voice Discount, as specified in Part M of this Product Guide, will apply for the entire 12-month term of the customer's commitment, from the date it is implemented on a customer's account.
 2. At the conclusion of the initial 12-month term, the customer's Voice Discount will be automatically renewed on a month-to-month basis at the renewal rates specified in Part M of this Product Guide with no termination liability.
 3. If, prior to the end of the initial 12-month term or the renewal term, the eligible customer removes Regional Value or the qualifying unlimited long distance calling plan associated with Regional Value, the customer will lose the Regional Value Voice Discount.
 4. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.
 5. Each product must be billed by Verizon.
 6. There is no charge for eligible customers to enroll in the Voice Discount offering.

Verizon New England Inc.

15. Service Packages**15.17 Regional Value**

15.17.2 Application of Rates and Charges	
F.	Bundle Discount – Effective April 17, 2011, the Bundle Discount is not available to new customers. Existing customers may retain this package at existing locations in accordance with the terms and conditions described herein. A customer is eligible to receive a monthly discount on Regional Value when the customer also subscribes to: - A qualifying unlimited long distance calling plan and one of the following products: * Verizon On-line Broadband (Up to 1.0 Mbps). Verizon Broadband Up to 1.0 Mbps package refers to a specific Verizon offering that offers a maximum speed of 1.0 Mbps and does not refer to other products that offer lower maximum speeds. * DIRECTV® (Choice or Higher) * Verizon On-line Broadband (Up to 1.0 Mbps) and DIRECTV® (Choice or Higher) - Without a qualifying unlimited long distance calling plan and one of the following products: * Verizon On-line Broadband (Up to 1.0 Mbps). Verizon Broadband Up to 1.0 Mbps package refers to a specific Verizon offering that offers a maximum speed of 1.0 Mbps and does not refer to other products that offer lower maximum speeds. * DIRECTV® (Choice or Higher) * Verizon On-line Broadband (Up to 1.0 Mbps) and DIRECTV® (Choice or Higher) 1. Discontinuance of any one of the services listed above will result in immediate termination of the discount. Customers are limited to one discount only and cannot combine discounts. 2. The initial Bundle Discount will expire twelve (12) months from the date it is implemented on a customer's account unless extended by Verizon. 3. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.
G.	Affiliate Bundle Discount – Effective April 17, 2011, the Affiliate Bundle Discount is not available to new customers. Existing customers may retain this package at existing locations in accordance with the terms and conditions described herein. A customer is eligible to receive a monthly discount on Regional Value when the customer also subscribes to an unlimited long distance call plan and Verizon affiliated products, as determined by Verizon. 1. Discontinuance of any one of the affiliate services will result in immediate termination of the discount. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon. 2. The initial Affiliate Bundle Discount will continue for 12 months. At the conclusion of the initial discount period, the customer's Bundle Discount will renew continuously at the renewal rates specified in Part M of this Product Guide. 3. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.

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Verizon New England Inc.

15. Service Packages**15.17 Regional Value**

Effective March 16, 2013, the Fixed Price Bundle Discount is no longer available to residential customers. Existing residential customers as of March 16, 2013, may retain the service at existing locations.

15.17.2 Application of Rates and Charges	
H.	Fixed-Price Bundle – A customer who establishes service with Verizon Massachusetts, or calls Verizon Massachusetts to disconnect their Verizon primary dial tone service and agrees to retain the service, is eligible to receive a monthly discounted rate on Regional Value when the customer also subscribes to a qualifying unlimited long distance calling plan and resides in a location not eligible for Verizon Online Broadband or Verizon FiOS products at the time services are established.
1.	The monthly discounted rate will continue for as long as the customer:
a.	remains at the same service address.
2.	Discontinuance of any one of the qualifying services will result in immediate termination of this monthly discounted rate. Customers cannot combine discount plans except as authorized by Verizon.
3.	The monthly discounted rate is not eligible for temporary suspension of service.
4.	Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.
5.	Each product must be billed by Verizon.

Effective: January 1, 2015

Verizon New England Inc.

15. Service Packages**15.18 Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustopAK Package for Business**

Effective March 17, 2012, the Unlimited Dial Tone Line (DTL) Package for Business and the Unlimited CustopAK Package for Business are no longer available for purchase. Existing customers may retain these packages in accordance with the terms and conditions described herein.

15.18.1	Description
A.	Unlimited DTL and Unlimited CustopAK Basic Packages are optional business flat-rated usage packages with a network access line, calling features and Verizon Broadband service offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered. The following two (2) options are available:
1.	<u>Unlimited DTL Basic Package</u> includes the following: - One (1) Business Exchange Service Line - Unlimited local calling - Unlimited intraLATA toll calling - Choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding and Caller ID An additional credit will apply once Verizon Broadband service is provisioned with the package.
a.	<u>Unlimited DTL Expansion Lines</u> At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available: 1) <u>Expansion Lines with unlimited calling</u> DTL Expansion lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding and Caller ID 2) <u>Expansion Lines without unlimited calling</u> DTL Expansion Lines are available for a monthly rate, per line (usage rates apply in addition to the monthly rate), and choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding and Caller ID

Verizon New England Inc.

15. Service Packages**15.18 Unlimited Dial Tone Line (DTL) Package for Business and
Unlimited CustoPAK Package for Business**

Effective March 17, 2012, the Unlimited Dial Tone Line (DTL) Package for Business and the Unlimited CustoPAK Package for Business are no longer available for purchase. Existing customers may retain these packages in accordance with the terms and conditions described herein.

15.18.1	Description
A.	(Continued)
2.	<u>Unlimited CustoPAK Basic Package</u> includes the following: - One (1) CustoPAK Line - Unlimited local calling - Unlimited intraLATA toll calling - Caller ID An additional credit will apply once Verizon Broadband service is provisioned with the package. a. <u>Unlimited CustoPAK Expansion Lines</u> At least one (1) CustoPAK Expansion Line is required with each Unlimited CustoPAK Basic Package. The following two (2) options are available: 1) <u>Expansion Lines with unlimited calling</u> CustoPAK Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and Caller ID. 2) <u>Expansion Lines without unlimited calling</u> CustoPAK Expansion Lines are available for a monthly rate, per line (usage rates apply in addition to the monthly rate), and Caller ID.

Verizon New England Inc.

15. Service Packages**15.18 Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustopAK Package for Business**

Effective March 17, 2012, the Unlimited Dial Tone Line (DTL) Package for Business and the Unlimited CustopAK Package for Business are no longer available for purchase. Existing customers may retain these packages in accordance with the terms and conditions described herein.

15.18.2 Terms and Conditions	
A.	Unlimited DTL and Unlimited CustopAK Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
B.	At each customer location where service is provided, customers must purchase at least one Expansion Line with each Unlimited DTL Basic Package or Unlimited CustopAK Basic Package.
C.	Customers are allowed up to 24 Expansion Lines per customer location. A maximum of nine (9) such lines per customer location can have Unlimited Calling either with this plan or any other unlimited local and/or toll product offered by Verizon.
D.	Usage rates will apply in addition to the Monthly rate for Expansion Lines without Unlimited Calling.
E.	Unlimited DTL and Unlimited CustopAK Basic Packages are available only on Business Exchange Service and CustopAK lines, where facilities permit.
F.	Unlimited DTL and Unlimited CustopAK Basic Packages are available on a one-year or three-year term agreement only. Expansion Lines are available on a month-to-month basis only.
G.	Unlimited DTL and Unlimited CustopAK Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan Verizon Long Distance and Verizon high speed internet service. Each Expansion Line must also subscribe to a business long distance calling plan through Verizon Long Distance.
H.	Unlimited DTL and Unlimited CustopAK Basic Packages are not available with the following business packages or optional plans: Selective Calling Service, Corporate Rewards, Customer Specific Pricing Plans (CSPs), or Facility Based Payment Option plans (FPOs).
I.	Unlimited DTL and Unlimited CustopAK Basic Packages are not available in combination with other optional calling plans or virtual private network services.
J.	Unlimited DTL and Unlimited CustopAK Basic Packages are not available with services provided under a special contract.
K.	All terms and conditions applicable to Digital Centrex Plus Service as specified in Part H, Section 5 of this Product Guide apply to that service when offered with the Unlimited CustopAK Basic Package.

Verizon New England Inc.

15. Service Packages**15.18 Unlimited Dial Tone Line (DTL) Package for Business and Unlimited Custopak Package for Business**

Effective March 17, 2012, the Unlimited Dial Tone Line (DTL) Package for Business and the Unlimited Custopak Package for Business are no longer available for purchase. Existing customers may retain these packages in accordance with the terms and conditions described herein.

15.18.2 Terms and Conditions																												
L.	Unlimited DTL and Unlimited CustoPAK Basic Packages are not available with the following services: - PBX trunks - Ground Start Lines or Trunks - ISDN Basic Service - ISDN Primary Service - Remote Call Forwarding Service - Foreign Exchange Service - Public Telephone Service - Flexpath - Analog to Digital Conversion Digital PBX Services - Unlimited DTL and Unlimited CustoPAK Basic Packages are limited to existing Foreign Central Office customers of record, at existing locations, on or before May 15, 2005.																											
M.	Unlimited DTL and Unlimited CustoPAK Basic Packages do not include calls to the following services: <table><tr><td>-</td><td>- Emergency Interrupt</td><td>(D)</td></tr><tr><td>- Calling Card calls</td><td>- Repeat Calls, Return Calls (per activation)</td><td>(D)</td></tr><tr><td>- Time, Lottery and Weather</td><td>-</td><td>(D)</td></tr><tr><td>- 555, 700, 900, 976 Service</td><td>- IDS Type Calls (Audiotext)</td><td>(D)</td></tr><tr><td>- Busy Line Verification</td><td>-</td><td></td></tr><tr><td>- Circuit 9 Service</td><td>- Intercept Call Completion</td><td></td></tr><tr><td>- Directory Assistance Call Completion</td><td>- Mass Announcement Services</td><td></td></tr><tr><td>- All Other Operator Handled Calls</td><td>- Directory Assistance</td><td></td></tr><tr><td>- Three-Way Calling (per activation)</td><td>- Group Bridging Service.</td><td></td></tr></table>	-	- Emergency Interrupt	(D)	- Calling Card calls	- Repeat Calls, Return Calls (per activation)	(D)	- Time, Lottery and Weather	-	(D)	- 555, 700, 900, 976 Service	- IDS Type Calls (Audiotext)	(D)	- Busy Line Verification	-		- Circuit 9 Service	- Intercept Call Completion		- Directory Assistance Call Completion	- Mass Announcement Services		- All Other Operator Handled Calls	- Directory Assistance		- Three-Way Calling (per activation)	- Group Bridging Service.	
-	- Emergency Interrupt	(D)																										
- Calling Card calls	- Repeat Calls, Return Calls (per activation)	(D)																										
- Time, Lottery and Weather	-	(D)																										
- 555, 700, 900, 976 Service	- IDS Type Calls (Audiotext)	(D)																										
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- Circuit 9 Service	- Intercept Call Completion																											
- Directory Assistance Call Completion	- Mass Announcement Services																											
- All Other Operator Handled Calls	- Directory Assistance																											
- Three-Way Calling (per activation)	- Group Bridging Service.																											
N.	Unlimited DTL and Unlimited CustoPAK Basic Packages may be used only for voice applications and incidental non-broadcast facsimile usage and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, Verizon may suspend, restrict or cancel the service.																											
O.	Call details are not available for this service.																											

Verizon New England Inc.

15. Service Packages**15.18 Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustopAK Package for Business**

Effective March 17, 2012, the Unlimited Dial Tone Line (DTL) Package for Business and the Unlimited CustopAK Package for Business are no longer available for purchase. Existing customers may retain these packages in accordance with the terms and conditions described herein.

15.18.3 Termination Liability	
A.	Unlimited DTL and Unlimited CustopAK Basic Packages are offered on a one-year or a three-year term agreement and are applied on a per line basis.
B.	Early termination of Unlimited DTL Basic Package or Unlimited CustopAK Basic Package term agreement by the customer will result in a one-time flat Termination Charge of:
	<u>1-year term agreement</u> \$75 <u>3-year term agreement</u> \$225 for default within the 1st year of the term \$150 for default within the 2nd year of the term \$75 for default within the 3rd year of the term
C.	If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the Product Guide rate associated with that component.
D.	Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.
E.	At the end of the term or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year Term under the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30 days' notice of any change. Customers can move from a one to a three-year term without incurring a penalty.

15.18.4 Application of Rates and Charges	
A.	Service and Equipment Charges are waived if a class of service change is required in order to have an Unlimited DTL or Unlimited CustopAK Basic Package.
B.	Applicable Service Charges as specified in Part A, Section 3 will be waived for customers subscribing to a three-year agreement.

Verizon New England Inc.

15. Service Packages**15.19 Single Line Business PAK for Business**

Effective March 17, 2012, the Single Line Business PAK for Business is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

15.19.1	Description
A.	Single Line Business PAK is an optional business flat-rated usage package with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment.
1.	Single Line Business PAK includes the following: - One (1) Business Exchange Service Line - Unlimited local calling - Unlimited intraLATA toll calling - Choice of any or all of the following: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and Voice Messaging Service.

15.19.2	Terms and Conditions
A.	Single Line Business PAK is available only to customers who subscribe to Verizon Massachusetts as their carrier for local and intraLATA toll calls.
B.	Single Line Business PAK is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at each location at the time service is initiated.
C.	Customers may only have one Single Line Business PAK per account. A maximum of ten (10) lines can have unlimited calling either with this plan or any other unlimited local and/or toll product offered by Verizon. Customers may not combine this package with the Unlimited Dialtone and CustoPak Packages.
D.	Single Line Business PAK is available with a one-year or three-year term agreement only.
E.	Single Line Business PAK is available only with subscription to a business unlimited nationwide long distance calling plan Verizon Long Distance and Verizon High Speed Internet Service or Verizon FIOS Internet Service.
F.	Single Line Business PAK is not available in combination with other optional calling plans or virtual private network services on a single line.
G.	Customers must be existing Verizon internet subscribers or must order Verizon internet service simultaneously with the order for Single Line Business PAK for Business.

Verizon New England Inc.

15. Service Packages**15.19 Single Line Business PAK for Business**

Effective March 17, 2012, the Single Line Business PAK for Business is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

15.19.2 Terms and Conditions																						
H.	Single Line Business PAK is not available with the following services: - Centrex Plus with dial 9 or Centrex Plus with Assume Dial 9 - PBX trunks - Ground Start Lines or Trunks - ISDN Basic Service - ISDN Primary Service - Remote Call Forwarding Service - Foreign Exchange Service - Public Telephone Service - Flexpath - Analog to Digital Conversion Digital PBX Services - Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustoPAK for Business																					
I.	Single Line Business PAK does not include calls to the following services: <table><tr><td>-</td><td>- All Other Operator Handled Calls</td><td>(D)</td></tr><tr><td>- Calling Card (Limited to existing Customer or record on or before November 30, 2007)</td><td>- Three-Way Calling (per activation)</td><td></td></tr><tr><td>- Time, Lottery and Weather</td><td>- Emergency Interrupt</td><td>(D)</td></tr><tr><td>- 555, 700, 900, 976 Service</td><td>- Repeat Calls, Return Calls (per activation)</td><td>(D)</td></tr><tr><td>- Busy Line Verification</td><td>-</td><td></td></tr><tr><td>- Directory Assistance Call Completion</td><td>- Intercept Call Completion</td><td></td></tr><tr><td></td><td>- Directory Assistance</td><td></td></tr></table>	-	- All Other Operator Handled Calls	(D)	- Calling Card (Limited to existing Customer or record on or before November 30, 2007)	- Three-Way Calling (per activation)		- Time, Lottery and Weather	- Emergency Interrupt	(D)	- 555, 700, 900, 976 Service	- Repeat Calls, Return Calls (per activation)	(D)	- Busy Line Verification	-		- Directory Assistance Call Completion	- Intercept Call Completion			- Directory Assistance	
-	- All Other Operator Handled Calls	(D)																				
- Calling Card (Limited to existing Customer or record on or before November 30, 2007)	- Three-Way Calling (per activation)																					
- Time, Lottery and Weather	- Emergency Interrupt	(D)																				
- 555, 700, 900, 976 Service	- Repeat Calls, Return Calls (per activation)	(D)																				
- Busy Line Verification	-																					
- Directory Assistance Call Completion	- Intercept Call Completion																					
	- Directory Assistance																					
J.	The Business Exchange Service Line associated with the Single Line Business PAK may be used only for voice applications and incidental non-broadcast facsimile usage and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This line may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, Verizon may suspend, restrict or cancel the service.																					
K.	Call details are not available with this service.																					

Verizon New England Inc.

15. Service Packages**15.19 Single Line Business PAK for Business**

Effective March 17, 2012, the Single Line Business PAK for Business is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

15.19.3 Termination Liability	
A.	Single Line Business PAK is offered on a one-year or a three-year term agreement.
B.	Early termination of an Single Line Business PAK term agreement by the customer will result in a one-time flat Termination Charge of: <u>1-year term agreement</u> \$75 <u>3-year term agreement</u> \$125 for default within the 1st year of the term \$100 for default within the 2nd year of the term \$75 for default within the 3rd year of the term
C.	If the customer discontinues the long distance service component or internet service component associated with the Single Line Business Pak, any remaining components will revert to the individual rate associated with the component. If the customer discontinues the Business Exchange Service Line associated with the Single Line Business Pak, applicable termination charges apply.
D.	If the customers terminates the service within 60 days of the Order Completion Date, the customer is liable for the monthly charges incurred. Termination liability will be waived.
E.	At the end of the term or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term under the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30 days' notice of any change. Customers can move from a one to a three-year term without incurring a penalty.
F.	Early termination charges will not apply under the following circumstances: 1. Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term. 2. Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or 3. Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

Verizon New England Inc.

15. Service Packages**15.19 Single Line Business PAK for Business**

Effective March 17, 2012, the Single Line Business PAK for Business is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

15.19.4 Application of Rates and Charges	
A.	Service and Equipment Charges are waived if a class of service change is required in order to have a Single Line Business PAK.
B.	Applicable Service Charges as specified in Part A, Section 3 will be waived for customers subscribing to a three-year agreement.
C.	The Single Line Business PAK provides a credit for Verizon Broadband Service (Verizon High Speed Internet Service or Verizon FiOS Internet Service).

Verizon New England Inc.

15. Service Packages**15.20 Solutions for Business Bundle**

15.20.1	Description
A.	The Solutions for Business Bundle is an optional business package that includes a Business Exchange Service Line or CustoPAK Line, calling features and a specified non-regulated feature offered as a month-to-month or two-year term commitment. Subscribers to the Solutions for Business Bundle may also subscribe to Solutions for Business Bundle Additional Lines which are offered as a month-to-month or two-year term commitment. Effective July 15, 2010, the Solutions for Business Bundle one-year and three-year term plans are no longer available to new customers. Customers subscribing to the one-year or three-year term commitments as of July 15, 2010, may retain these packages in accordance with the terms and conditions described herein.
1.	The Solutions for Business Bundle includes the following: - One (1) Business Exchange Service Line or CustoPAK line - Unlimited local and intraLATA toll calling - Choice of any or all of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID, and a specified non-regulated feature - An additional credit will apply to the two-year term commitment for Verizon Broadband service. Effective July 15, 2010, the Solutions for Business Bundle one-year and three-year term plans are no longer available to new customers. Customers subscribing to the one-year or three-year term commitments as of July 15, 2010, may retain these packages in accordance with the terms and conditions described herein.
2.	The Solutions for Business Bundle Additional Lines are as follows:
a.	The Additional Bundle Line includes: - One (1) CustoPAK Line, or One (1) Business Exchange Service Line with Call Waiting, Call Forwarding, Three-Way Calling
b.	The Additional Bundle Line – Plus includes: - One (1) CustoPAK Line, or One (1) Business Exchange Service Line with Call Waiting, Call Forwarding, Three-Way Calling - Caller ID and a specified non-regulated feature
c.	The Additional Bundle Line – Unlimited includes: - One (1) CustoPAK Line, or One (1) Business Exchange Service Line with Call Waiting, Call Forwarding, Three-Way Calling - Caller ID and a specified non-regulated feature - Unlimited Local and intraLATA Toll Calling - An additional credit will apply for Verizon Broadband service.
3.	Multi-line customers subscribing to the Solutions for Business Bundle will be provisioned with CustoPAK service unless the customer's switch type is not provisioned with CustoPAK, in which case the additional lines will be provisioned as Business Exchange Service Lines.

Verizon New England Inc.

15. Service Packages**15.20 Solutions for Business Bundle**

15.20.1	Description
A.	(Continued)
4.	Multi-line Discount – Effective February 4, 2012, the Multi-line discount is not available to new customers. Existing customers may keep the discount, but new lines ordered after February 4, 2012, will not be eligible for the discount. A discount applies to the Additional Bundle Line – Plus or the Additional Bundle Line – Unlimited as described below: a. The Multi-line Discount is provided on the Additional Bundle Line – Plus or the Additional Bundle Line – Unlimited lines when the total lines in the bundle equal four or more. The discounts are provided beginning with the fourth line, up to the bundle maximum of 25 lines. The main line and lines 2 and 3 are not eligible. b. Customers with Solutions for Business Bundles prior to April 17, 2011, must add a new line to their Solutions bundle in order to qualify for the Multi-line Discount. c. Only one Multi-line Discount applies per line, and if any lines are removed from the Solutions Bundle such that the account has less than four lines, the Multi-line Discount will be removed.
5.	Voice Non-Recurring Charge (NRC) Activation Waiver - Applicable Service Connection Charges as specified in Part A, Section 3 of this Product Guide, will be waived for customers who meet the following criteria: a. new business customers who agree to subscribe to a month-to-month or two-year term Solutions for Business package with new Verizon Basic Internet service new Verizon Fios Internet service; OR b. existing customers with Fios Internet service that upgrade to a new month-to-month or two-year term Solutions for Business Bundle with a qualifying month-to-month or two-year term Fios Internet plan; OR c. existing voice customers without Basic Internet or Fios Internet service who purchase new voice lines with a Solutions for Business bundle that includes Basic Internet or Fios Internet service.

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Verizon New England Inc.

15. Service Packages**15.20 Solutions for Business Bundle**

15.20.1 Description	
A.5. (Continued)	
d.	This waiver is subject to the following conditions: - Solutions for Business Additional Lines purchased at the same time as the qualifying Solutions main line are also eligible for the waiver of non-recurring charges under the same terms and conditions as the main line. - Existing Verizon customers moving their service do not qualify as a new customer for purposes of this waiver. - Existing Basic Internet customers are not eligible for this waiver. - This waiver cannot be combined with any other discount or promotion except as authorized by Verizon.

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15.20.2 Terms and Conditions	
A.	The Solutions for Business Bundle is available only where facilities and conditions permit and is available only to customers who subscribe to Verizon for their local usage and intraLATA toll calls.
B.	The Solutions for Business Bundle is available on a month-to-month basis or as a two-year term commitment. Effective July 15, 2010, the Solutions for Business Bundle one-year and three-year term plans are no longer available to new customers. Customers subscribing to the one-year or three-year term commitments as of July 15, 2010, may retain these packages in accordance with the terms and conditions described herein.
C.	The Solutions for Business Bundle is available only with subscription to a business unlimited nationwide long distance calling plan through Verizon Long Distance and Verizon high speed internet service or Verizon FiOS service.
D.	The Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per location.
E.	A maximum of ten (10) lines per customer location can have unlimited calling. Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited CustoPAK Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, or Unlimited Local and Toll Usage for Business.

Effective: March 14, 2019

Verizon New England Inc.

15. Service Packages**15.20 Solutions for Business Bundle**

15.20.2 Terms and Conditions																												
F.	The Solutions for Business Bundle is not available with the following services: - Selective Calling Service - Corporate Rewards - Outward Toll Calling Plan - Customer Specific Pricing Contracts - Facility Based Payment Options plan (FPOs) - PBX trunks - Ground Start Lines or Trunks - ISDN Basic Service - ISDN Primary Service - Remote Call Forwarding Service - Foreign Exchange Service - Public Telephone Service - Flexpath - Analog to Digital (A/D) Conversion PBX Services																											
G.	The Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.																											
H.	The Solutions for Business Bundle may not be used in conjunction with the following services: <table><tr><td>-</td><td>- Emergency Interrupt</td><td>(D)</td></tr><tr><td>- Calling Card calls</td><td>- Repeat Calls, Return Calls (per activation)</td><td>(D)</td></tr><tr><td>- Time, Lottery and Weather</td><td>-</td><td>(D)</td></tr><tr><td>- 555, 700, 900, 976 Service</td><td>- IDS Type Calls (Audiotext)</td><td>(D)</td></tr><tr><td>- Busy Line Verification</td><td>-</td><td></td></tr><tr><td>- Circuit 9 Service</td><td>- Intercept Call Completion</td><td></td></tr><tr><td>- Directory Assistance Call Completion</td><td>- Mass Announcement Services</td><td></td></tr><tr><td>- All Other Operator Handled Calls</td><td>- Directory Assistance</td><td></td></tr><tr><td>- Three-Way Calling (per activation)</td><td>- Group Bridging Service.</td><td></td></tr></table>	-	- Emergency Interrupt	(D)	- Calling Card calls	- Repeat Calls, Return Calls (per activation)	(D)	- Time, Lottery and Weather	-	(D)	- 555, 700, 900, 976 Service	- IDS Type Calls (Audiotext)	(D)	- Busy Line Verification	-		- Circuit 9 Service	- Intercept Call Completion		- Directory Assistance Call Completion	- Mass Announcement Services		- All Other Operator Handled Calls	- Directory Assistance		- Three-Way Calling (per activation)	- Group Bridging Service.	
-	- Emergency Interrupt	(D)																										
- Calling Card calls	- Repeat Calls, Return Calls (per activation)	(D)																										
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- Directory Assistance Call Completion	- Mass Announcement Services																											
- All Other Operator Handled Calls	- Directory Assistance																											
- Three-Way Calling (per activation)	- Group Bridging Service.																											
I.	Lines with unlimited calling may be used only for voice applications and incidental non-broadcast facsimile usage and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These lines may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose including, but not limited to, the examples noted above, Verizon may suspend, restrict or cancel the service.																											
J.	Call detail is not available with this service.																											

Verizon New England Inc.

15. Service Packages**15.20 Solutions for Business Bundle**

15.20.3	Termination Liability	
A.	Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the one-, two-, or three-year term, except as noted in 15.20.B and Section 15.20.4, will result in early termination charge as follows: - Plan 1 - a one-time termination charge of \$50 per account; or - Plan 2 - 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. The term of all lines subscribed to or renewed under Plan 2 and within the same account, will be coterminous based upon the date of the first line established. Lines within the same Solutions for Business Bundle must be either Plan 1 or Plan 2. Effective July 15, 2010, the Solutions for Business Bundle one-year and three-year term plans are no longer available to new customers. Customers subscribing to the one-year or three-year term commitments as of July 15, 2010, may retain these packages in accordance with the terms and conditions described herein.	(C)
		(D) (D) (D)
B.	Early termination charges will not be assessed under the following circumstances: - The customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term; - The customer renegotiates a new term commitment for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or, - Customer changes to another service or usage plan 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; Verizon or its wireline affiliates provides the new service via tariff, similar documents, commercial agreements, or on a Customer Specific Pricing (CSP) agreement, or a Facility-Based Payment Options (FPO), 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.	
C.	Plan 1 - The customer must contact Verizon prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected. If the customer does not renew the term agreement before it expires, after expiration the customer shall continue on a month-to-month basis and shall pay the prevailing monthly rate, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package. Payment of such rate shall constitute the customer's acceptance of the continued service.	

Verizon New England Inc.

15. Service Packages**15.20 Solutions for Business Bundle**

15.20.3 Termination Liability	
C. (Continued)	
	Plan 2 - At the end of each term, the plan will automatically renew for another two-year 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. Alternately, the customer may call anytime within 30 days before the end of a term to 60 days following automatic term renewal to terminate service or convert to a month-to-month service and the early termination charge will be waived. Solutions for Business lines subscribed to under Termination Liability Plan 2 may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines under Termination Liability Plan 2 when these other voice services and/or features are purchased on a month-to-month basis
D.	Solutions for Business Bundle Additional Lines are offered on a month-to-month or two-year term basis. Additional lines provided on a two-year term basis are subject to early termination charges as described for Plan 2 above.

15.20.4 Satisfaction Guarantee	
A.	If the customer notifies the Company within the first thirty (30) days of service installation that it is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full credit of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than thirty (30) days. The Customer will also be entitled to a full credit of any one-time charges directly associated with the establishment of the service. 1. This offer applies on two-year term subscriptions for new customers only. It does not apply to customers subscribing to the service on a month-to-month basis. 2. Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer. 3. No customer will be entitled to discontinue service pursuant to this offer more than once per service. 4. The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer. 5. The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation. 6. The monthly recurring charges and one-time charges directly associated with the establishment of service will be applied as a credit on the bill of a customer discontinuing service pursuant to this offer. 7. Credits are limited to the charges identified above. No credits will be issued for other charges billed to the customer, including but not limited to toll and local usage charges, 911 surcharges, or other surcharges. 8. This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.

(C)

Verizon New England Inc.

15. Service Packages**15.20 Solutions for Business Bundle**

15.20.4 Satisfaction Guarantee		(N)
A. (Continued)		
9.	This offer does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges.	
10.	This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.	
11.	This offer does not apply to any customers with voice services already provisioned.	

15.20.5 Application of Rates and Charges	
A.	Service and Equipment Charges are waived if a class of service change is required in order to have a Solutions for Business Bundle.
B.	Applicable non-recurring charges will be waived for customers subscribing to or adding additional lines to a two-year agreement.

Verizon New England Inc.

15. Service Packages**15.21 Business Direct Bill Credit**

15.21.1	Description																					
A.	The Business Direct Bill Credit provides a one-time or monthly discount to business customers who agree not to disconnect service, or have an existing retention offer from Verizon that is expiring or has expired. The Business Direct Bill Credit is available to customers (i) who call Verizon Massachusetts to disconnect at least one business exchange line, Centrex Plus with Assume Dial 9 (also known as CustoPak) or Centrex Plus (dial 9) lines and agree to maintain the service, or have an existing retention offer from Verizon that is expiring or has expired, and (ii) agree to maintain a certain amount of total monthly billed revenue on an account basis. The Business Direct Bill Credit average monthly billed revenue thresholds and associated one time and monthly credits are as follows: <table><tr><th><u>Average Monthly Billed Revenue</u></th><th><u>Maximum One-Time Credit</u></th><th><u>Maximum Monthly Credit</u></th></tr><tr><td>\$40.00</td><td>\$50.00</td><td>\$5.00</td></tr><tr><td>\$100.00</td><td>\$75.00</td><td>\$15.00</td></tr><tr><td>\$200.00</td><td>\$100.00</td><td>\$25.00</td></tr><tr><td>\$300.00</td><td>\$125.00</td><td>\$35.00</td></tr><tr><td>\$400.00</td><td>\$125.00</td><td>\$50.00</td></tr><tr><td>\$800.00</td><td>\$125.00</td><td>\$80.00</td></tr></table>	<u>Average Monthly Billed Revenue</u>	<u>Maximum One-Time Credit</u>	<u>Maximum Monthly Credit</u>	\$40.00	\$50.00	\$5.00	\$100.00	\$75.00	\$15.00	\$200.00	\$100.00	\$25.00	\$300.00	\$125.00	\$35.00	\$400.00	\$125.00	\$50.00	\$800.00	\$125.00	\$80.00
<u>Average Monthly Billed Revenue</u>	<u>Maximum One-Time Credit</u>	<u>Maximum Monthly Credit</u>																				
\$40.00	\$50.00	\$5.00																				
\$100.00	\$75.00	\$15.00																				
\$200.00	\$100.00	\$25.00																				
\$300.00	\$125.00	\$35.00																				
\$400.00	\$125.00	\$50.00																				
\$800.00	\$125.00	\$80.00																				
1.	The average monthly billed revenue used to determine the amount of the Business Direct Bill Credit is based upon a minimum of three months total account billed revenue.																					
2.	The Business Direct Billed Credit, will apply per account from the date it is implemented on the customer's account and will continue for a maximum of 12 months.																					
3.	Customers will not automatically be enrolled in this offering. The Business Direct Bill Credit will be provided to qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by Verizon.																					
4.	Customers are limited to one (1) retention discount only per account within the past six months and cannot combine discounts. Customers may not receive both a Business Direct Bill Credit monthly credit and a one-time credit per account.																					
5.	Eligible customers do not include customers who are disconnecting their service through the Verizon website or customers disconnecting service as a result of a move outside of or within the Verizon serving territory, disconnecting as a result of death of the customer, or disconnecting seasonal service.																					

Verizon New England Inc.

15. Service Packages**15.22 Preferred Voice for Business**

15.22.1 Description	
A.	Preferred Voice is an optional business service package which provides customers a flat monthly rate. The service includes unlimited domestic, local and toll voice usage, select voice features with Business exchange service and/or CustoSak as further set forth below.
1.	Preferred Voice customers may also subscribe to Preferred Voice Additional Line which includes unlimited local and toll voice usage. (N) (N)
15.22.2 Regulations	
A.	Preferred Voice and Preferred Voice Additional Line are available on Business Exchange and/or CustoSak lines where facilities permit. (N)
B.	Preferred Voice available only to customers who subscribe to Verizon Massachusetts as their carrier for all local and intraLATA toll calls, plus unlimited long distance calling. Preferred Voice Additional Line is available only to Preferred Voice customers who subscribe to Verizon as their carrier for all local and intraLATA toll calls. (N) (N)
C.	Preferred Voice and Preferred Voice Additional Line rates apply per telephone line. (N)
D.	Preferred Voice and Preferred Voice Additional Line(s) are available on a two-year term only and includes a first 30-day grace period for subscriber to remove the service for any reason without penalty. Term agreements are applied per line. At the end of the 2-yr term period or any subsequent renewal (including transitioning service from an existing promotional offer), the agreement will automatically be renewed for successive 2-Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal (including transitioning service from an existing promotional offer) will allow for a 60-day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30-days' notice of any change. (N)
E.	In the event the customer terminates either the Preferred Voice or Preferred Additional Line 2-Year Term service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the Month-to-Month charges up to the date of termination, and any termination liability will be waived. If the customer terminates service after 60-calendar days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 35% of the monthly recurring charge per line for each month remaining during the term. Preferred Voice Additional Line(s) will run concurrent to existing Preferred Voice. When disconnecting Preferred Voice Main lines, all related Preferred Voice Additional lines must maintain the relationships stated in K., below. (N) (N) (N) An early termination charge will not apply under the following circumstances:
1.	Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term; or
2.	Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
3.	Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
F.	Detailed IntraLATA toll billing is not provided with Preferred Voice or Preferred Voice Additional Line. (N) (N)

Effective: March 22, 2018

Verizon New England Inc.

15. Service Packages**15.22 Preferred Voice for Business**

15.22.2 Regulations	
G.	Preferred Voice and Preferred Voice Additional Line are not available with PBX trunks, ground start lines or trunks, ISDN Single Line Service, ISDN Primary Rate Service, Foreign Exchange Service, Foreign Central Office Service, and Coin or Pay Telephone Service.
H.	Preferred Voice and Preferred Voice Additional Line are not available with the following business packages or optional plans: Corporate Rewards, Customer Specific Pricing Plans (CSP) and Virtual Private Network Service (VPNS).
I.	Preferred Voice consists of the following offerings: • Local exchange or CustoPAK line with unlimited usage • Unlimited direct dialed intraLATA toll • Extended Area Calling • Extended Local Service • Call Waiting • Three-Way Calling • Call Forwarding • Caller ID • Voice Mailbox • Ultra Forward • Waiver of the non-recurring service charges
J.	Preferred Voice Additional Line consists of the following offerings: • Local exchange or CustoPAK line with unlimited local usage • Unlimited direct dialed intraLATA toll • Waiver of the non-recurring service charges • Including all standard features currently available with CustoPAK lines.
K.	The Preferred Voice Additional Line requirements are as follows:
a.	Maximum of 5 Additional Lines with Dialtone.
b.	Maximum of 5 Additional Lines with CustoPAK (25 Main CustoPAK lines plus 5 Additional lines max).
L.	Customers subscribing to Preferred Voice or Preferred Voice Additional Line cannot have Unlimited Local and Toll Usage for Business on their account.
M.	Customers who purchase Preferred Voice will not have to pay separate charges for their Extended Area Calling and Extended Local Service charges. These are rolled into the monthly price of the Service.
N.	Preferred Voice is a flat rate unlimited service option only. There is no message/measured service option available. These are included in the monthly price of the Preferred Voice Service. Preferred Voice Additional Line includes unlimited local and local toll usage. Long Distance usage must be purchased separately.
O.	Preferred Voice or Preferred Voice Additional Line service applies to voice grade traffic only. Verizon reserves the right to terminate a customer's service for use with inappropriate non voice traffic or violations of this product guide.

(N)

Verizon New England Inc.

15. Service Packages**15.22 Preferred Voice for Business**

15.22.3 Application of Rates and Charges	
A.	Service and Equipment connection charges do not apply to an existing customer who chooses to add Preferred Voice or Preferred Voice Additional Line to their line or changes from Basic Exchange Business Unlimited 1-Party usage service to enroll in Preferred Voice or Preferred Voice Additional Line. (N)
B.	Nonrecurring charges will be waived for customers subscribing to Preferred Voice or Preferred Voice Additional Line. (N)

