

Verizon New England Inc.

7. Auxiliary Exchange Services

7.1 Custom Calling Service

Rates and charges for services explained herein are contained in Part M, Section 1.7.

7.1.1	Description
	Following are features which comprise Custom Calling. Effective August 21, 2016, the following Custom Calling services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted. • Call Forward Busy Line • Call Forwarding Don't Answer
A.	Call Waiting signals a customer talking on the line that another call has been placed to the line. The customer may answer the second call and alternate between the calls by manipulating the switchhook.
B.	Call Forwarding permits a customer to forward all incoming calls to another preselected telephone number. The customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded. No assurance can be given that transmission will be fully satisfactory during Call Forwarding calls.
C.	Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy and/or does not answer within a determined number of rings. When Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer Custom Calling service is provisioned in a 1A ESS central office the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer service calls. 1. Options a. Call Forwarding Busy Line* b. Call Forwarding Busy Line/Don't Answer c. Call Forwarding Don't Answer* * Effective June 16, 2012, Call Forward 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.

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7. Auxiliary Exchange Services
7.1 Custom Calling Service

7.1.1 Description	
D.	Three-Way Calling enables a customer to establish talking connection involving the customer and two other parties. The customer, by switchhook operation, is able to place an existing call on hold and dial the telephone number of a third-party. No assurance can be given that transmission will be fully satisfactory during Three-Way Calling calls.
E.	Usage Three-Way Calling allows customers to use Three-Way Calling on a per activation basis. A monthly cap per line applies to per activation charges for this feature, and will be billed on a full bill period basis.
F.	Speed Dialing 8 Codes allows a customer to call a predesignated seven or ten-digit telephone number by dialing a one-digit code. A maximum of eight predesignated telephone numbers can be stored. Effective June 16, 2012, Speed Dialing 8 Codes is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.
G.	Speed Dialing 30 Codes allows a customer to call a predesignated seven or ten-digit telephone number by dialing a two-digit code. A maximum of 30 predesignated telephone numbers can be stored. Effective June 16, 2012, Speed Dialing 30 Codes is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.

Effective: January 1, 2015

Verizon New England Inc.

7. Auxiliary Exchange Services**7.1 Custom Calling Service**

7.1.2 Terms and Conditions	
A.	Custom Calling services are available to one-party residence or business customers served by suitably equipped central offices to the extent that existing facilities are available.
B.	One or more Custom Calling service (except Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer) may be ordered for a 14 day demonstration period. The period begins the day following the date on which the service is established.
1.	In the event that the 14th day of the demonstration period is a Saturday, Sunday or holiday, the demonstration period is extended through the next regular business day.
2.	If during the demonstration period, the customer requests that all Custom Calling services be discontinued, neither the monthly rates nor the Element 1 service charge apply. If the customer retains one or more of the services beyond the 14 day demonstration period, the monthly rate for each service retained applies from the date the service was initially established.
3.	One 14 day demonstration period is offered per service per customer.

7.1.3 Application of Rates and Charges	
A.	The Element 1 service charge applies if a Custom Calling is the only service being provided.
B.	The Element 1 service charge does not apply for the following applications.
1.	When a Custom Calling feature is provided at the same time as another service for which an Element 1 service charge applies.
2.	When a Custom Calling feature (except Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer) is ordered by a small business customer (1-12 lines) within 90 days of the installation date of the associated network access line.
C.	When a call is forwarded, an additional charge may apply. The charge is determined in accordance with the class of service furnished the customer.
D.	Custom Calling Service Package— When three or more services are provided on the same line, a discount will apply to each service excluding the first one for residence or business monthly rates. The Custom Calling Service Package Discount is limited to customers of record, at existing locations, on or before December 15, 2004.

Effective: January 1, 2015

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7. Auxiliary Exchange Services

7.2 Touch Tone Calling

7.2.1 Description	
A.	Touch-tone calling allows calls to be originated from instruments equipped for tone-type address signaling over special central office facilities.
B.	Telephones equipped for tone-type address signaling can only be associated with, or have access to, lines equipped for this service.

7.2.2 Application of Rates and Charges	
A.	Centrex Service —The touch tone rates and charges specified in Part M, Section 1.7.2 apply if a customer has the capability to originate calls by means of a suitably equipped instrument and if the special central office facilities exist. These rates also apply when furnished with customer provided equipment or systems.

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7. Auxiliary Exchange Services

7.3 Remote Call Forwarding Service

Effective June 16, 2012, Remote Call Forwarding is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.

7.3.1	Description
A.	Remote Call Forwarding service provides automatic forwarding of all incoming calls placed to a seven-digit Remote Call Forwarding number to a terminating telephone number in the same or a different exchange. This service is available only in exchanges served by suitably equipped electronic (ESS) central offices, to the extent that existing facilities are available.
1.	The terminating telephone service may be local exchange service, Dedicated Toll Free Service (DTFS), foreign exchange service or an additional number associated with Distinctive Ring service; it may not be PASL or PAL service.
B.	This service is furnished upon condition that the customer subscribed to adequate Remote Call Forwarding and terminating facilities to permit the use of the service without impairment, disruption or deterioration of the quality of other telephone services.
1.	If in the opinion of Verizon additional Remote Call Forwarding service or terminating facilities are needed, the customer must subscribe to additional service or facilities. If the customer refuses to subscribe to adequate Remote Call Forwarding or terminating facilities, the Remote Call Forwarding service is subject to termination.
C.	Verizon does not provide identification of the originating telephone number to the Remote Call Forwarding customer.
D.	No assurance can be given that transmission will be fully satisfactory during operation of Remote Call Forwarding.

7.3.2	Application of Rates and Charges
A.	Message Charges
1.	Between the calling party and the Remote Call Forwarding number the calling party is charged the appropriate Message Telecommunications Service (MTS) or local usage rates.
2.	Between the Remote Call Forwarding number and the terminating telephone number the Remote Call Forwarding customer is charged the customer dialed station-to-station MTS rate or local usage charges as applicable.
a.	If the terminating service is Toll-Free service, Toll-Free service usage rates apply.
B.	Service charges apply as appropriate. The Element 1 service charge does not apply if Remote Call Forwarding is ordered by a small business customer (1-12 lines) within 90 days of the installation date of the associated network access line.

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7.4 Special Reversed Charge Toll Service

7.4.1	Description
A.	Special reversed charge toll is an arrangement that provides for customers having Private Branch Exchange (PBX), Centrex or one-party service (except PASL service) to allow their patrons in selected exchanges to call them at the customer's expense without having to place the call on a collect basis. Special Reversed Charge Toll Service is limited to customers of record, at existing locations, on or before December 15, 2004.
B.	The customer selects the exchanges in which this service is furnished, subject to the approval of Verizon. Verizon assigns a special telephone number in the exchange for special reversed charge toll. Calls to the special telephone number are accepted if originated in the exchange with which the special number is associated, and the customer assumes the charges for all calls to the special number.
C.	This service is furnished only between exchanges where, for one-party service (excluding PASL service), toll charges apply or the initial period rate is two message units.

7.4.2	Terms and Conditions
A.	One directory listing in the alphabetical section of the directory is provided with this service. Additional directory listings are available as specified in Section 5.
B.	The minimum service period is three months.

7.4.3	Application of Rates and Charges
A.	The special reversed charge toll customer is charged the appropriate operator station-to-station MTS rate or the message unit rate for each completed call.
B.	The nonrecurring charge applies for each exchange arranged, or when at the request of the customer, a change is made in the special reversed charge toll number or a change is made in the number to which the calls are to be connected.
C.	The Element 1 service charge applies if this service is the only service being provided.

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7. Auxiliary Exchange Services

7.5 Line Hunting Service

7.5.1 Description	
A.	Line hunting which is provided subject to the availability of suitable central office facilities is an arrangement that groups together two or more main telephone exchange lines from the same central office so that incoming calls are automatically switched from the initial line, if in use, to the first non-busy line.

7.5.2 Application of Rates and Charges	
A.	Service charges apply per group arranged at the same time to establish or interrupt a line hunting arrangement; however, they do not apply if line hunting is established at the same time as the associated line.

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7. Auxiliary Exchange Services
7.6 Reference of Calls

7.6.1 Description	
A.	Reference of calls which is provided subject to the availability of suitable central office facilities is an arrangement that intercepts incoming calls to a customer's telephone number and refers the calls to another telephone number.

7.6.2 Terms and Conditions	
A.	This service is available with temporary suspension of service.

7.6.3 Application of Rates and Charges	
A.	Service charges apply per line arranged.

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7. Auxiliary Exchange Services

7.7 Stop Hunt Arrangement

7.7.1 Description	
A.	This arrangement which is provided subject to the availability of suitable central office facilities limits incoming calls to a specified number of consecutive central office trunks or lines.
B.	A Private Line Type 1001 channel serves as a control channel between the customer's premises and the serving central office.

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7. Auxiliary Exchange Services**7.8 Make Busy Arrangement**

7.8.1 Description	
A.	This arrangement which is provided subject to the availability of suitable central office facilities permits a customer to place a busy condition on one or more central office trunks or lines.
B.	The make busy arrangement cannot be provided on a customer's listed service.
C.	A Private Line Type 1001 channel serves as a control channel between the customer's premises and the serving central office.

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7. Auxiliary Exchange Services

7.9 Signal Line Filter

7.9.1	Description
A.	The signal line filter prevents certain voice or signal frequencies from leaving a particular area.
1.	It may be furnished in connection with all classes and grades of main telephone exchange service, trunk lines, Centrex service and private line services and channels.

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7. Auxiliary Exchange Services

7.10 Curb A Charge Service

Effective June 16, 2012, Curb A Charge is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.

7.10.1 Description	
A.	Curb A Charge is offered with one-party main telephone exchange service (except PBX trunk lines) in suitably equipped central offices to the extent that existing facilities are available.
B.	If a customer's local serving office is not suitably equipped, Curb A Charge service can be furnished on a foreign exchange of foreign central office service basis, subject to the availability of facilities.
C.	Curb A Charge is not available with Public Access Line (PAL) service.
D.	The provision of Curb A Charge is dependent on the customer's subscribing to a compatible Interexchange Carrier (IC).
E.	Originating Number Screening is offered with one-party main telephone exchange service except PBX trunk lines and is available to one-party main telephone exchange service (excluding PBX trunk lines) individually or in any combination. Originating number screening is not available with PBX trunk lines. Operator Screening alerts the operator that operator handled calls and operator handled directory assistance calls may not be billed to the originating number. Calls may be placed on a collect or charge to a third number basis. Direct Dialed Screening blocks directly dialed toll calls except calls placed to 800 numbers. Directly dialed calls to directory assistance are denied except when originating from PAL service lines. Toll and directory assistance calls may be placed on an operator handled basis. This feature is offered only in exchanges served by electronic central offices where suitable facilities exist and is not available with Municipal Calling service.
F.	Terminating Number Screening is offered with one-party main telephone exchange service including PBX trunk lines and is available to one-party main telephone exchange service excluding PBX trunk lines individually or in any combination. Terminating number screening may be provisioned with Centrex Plus. Option A— Alerts operators throughout the country that collect and third number calls cannot be billed to a particular number. Option B— Alerts operators throughout the country that third number calls cannot be billed to a particular number. Option C— Alerts operators throughout the country that collect calls cannot be billed to a particular number.

7.10.2 Application of Rates and Charges	
A.	The Element 1 service charge applies if Curb A Charge is the only service being provided. It does not apply if a Curb A Charge feature(s) is provided at the same time as another service for which an Element 1 service charge applies.

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7. Auxiliary Exchange Services

7.10 Curb A Charge Service

Effective June 16, 2012, Curb A Charge is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.

7.10.2 Application of Rates and Charges	
B.	For terminating number screening, the nonrecurring charges apply when terminating number screening is the only service being provided

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7.11 Selective Blocking

7.11.1	Description
A.	This arrangement allows customers to prevent use of their telephones for calls placed to vendor operated, entertainment related teleconferencing services provided by Group Bridging Service (GBS) in the 550 exchange code, by Circuit 9 service in the 920 and 554 exchange codes, and information provider operated announcement services provided by Information Delivery Service (IDS) in the 976 or 940 exchange codes. It also allows customers to block calls to information services with a 900 area code provided on either an interstate or intrastate basis. This arrangement recognizes and blocks any attempt to dial a number with the following central office prefixes or area codes. Any of the following options of Selective Blocking is available to one-party residence service customers and single line business service customers.
1.	Option 1—Comprehensive Blocking of 550, 554, 900, 920, 940 and 976 central office prefixes or area codes. Only Option 1, Comprehensive Blocking is available to multi-line business customers.
2.	Option 2—Partial Blocking A of 550, 554, 900 and 940 central office prefixes or area codes.
3.	Option 3—Partial Blocking B of 554 and 940 central office prefixes or area codes (Adult codes for IDS and Circuit 9 services).
B.	Selective Blocking is provided only from Stored Program Control (SPC) central offices and is provided only when sufficient facilities exist. It is not available with services that are otherwise blocked from accessing GBS lines and IDS lines.
C.	Implementation of these arrangements will be by central office as requests are received, so that the service will become available within 30 days of the first customer request in any suitably equipped central office.
D.	Selective Blocking cannot be combined with Curb A Charge.
E.	A written request from the customer is necessary to change or remove Selective Blocking.

7.11.2	Application of Rates and Charges
A.	Service Charges
1.	Service charges do not apply to the provisioning of Selective Blocking on one-party residence or single line basic exchange business service.
2.	For multi-line business basic exchange services, business foreign exchange service, business Intellidial and business PBX, the appropriate Element 1 charge applies to establish Selective Blocking.
3.	For business PBX, the Element 1 charge applies for subsequent additions of Selective Blocking to other trunk lines in the system.
B.	For selective blocking of Centrex lines, refer to Part H.

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7. Auxiliary Exchange Services

7.12 INTELLIDIAL® Calling Service

7.12.1 Definitions
Call Forwarding Busy Line —Provides for the forwarding of incoming calls to a predesignated number within the customer group and where available to any predesignated number, when the line equipped with this feature is busy.
Call Forwarding Don't Answer —Provides for the forwarding of incoming calls to another predesignated number within the same customer group and where available to any predesignated number when the line equipped with this feature is not answered within a predetermined number of rings.
Call Forwarding —Enables the user to forward all incoming calls to another line within or outside of the customer group. Transmission may not be satisfactory on all forwarded calls.
Call Waiting —Alerts the user during a call that another call from outside the customer group is waiting by applying a burst of tone. Call Waiting will not operate when Call Forwarding is in use.
Speed Dialing —Permits a customer to dial an abbreviated code for emergency or frequently dialed numbers of fifteen or less digits. A maximum of six codes, changeable by the customer, is furnished per line equipped.

7.12.2 Description	
Intellidial Calling service for business customers is no longer available for new installations or growth. Service installed prior to December 22, 1999 is furnished to existing customers at present locations in the same or lesser quantities. As of May 17, 2014, Intellidial Calling Service for residential customers was withdrawn from this Product Guide, and Verizon no longer provides this service as of that date.	
A.	Intellidial is an optional communications system arrangement that combines into a group up to nine lines for multi-line business customers and offers call management features arranged in packages.
B.	Intellidial is offered only from suitably equipped central offices as determined by Verizon. It is available for use only with business main telephone exchange service lines.
1.	It is not available with trunk lines, dormitory communications service, Centrex service, semi-public service or public access lines.
C.	Basic Feature Packages
1.	Call Hold permits a user to put an in progress call on hold by depressing the switch-hook momentarily and dialing the call hold code. The line is then freed for the purpose of originating another call.
2.	Call Pickup allows the user to answer any incoming call within the customer group from any station within that group. An incoming call on one line may be answered from a station on another line by dialing the call pickup access code. When more than one incoming call is involved, the longest ringing call is automatically selected.
3.	Call Transfer enables the user to transfer any established call to another station within or outside of the customer group.

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7. Auxiliary Exchange Services

7.12 INTELLIDIAL® Calling Service

As of May 17, 2014, Intellidial Calling Service for residential customers was withdrawn from this Product Guide, and Verizon no longer provides this service as of that date.

7.12.2 Description	
C. (Continued)	
4.	Intercom Calling provides the customer with the ability to dial any other line within the customer group with an abbreviated code as an in house call. Local usage or message unit charges do not apply to intercom calls.
5.	Three-Way Calling allows the customer to add a third-party to any established call. It includes the ability to hold one-party with privacy exclusion, while dialing and talking with another party and the ability to include the held party in a three-way conference. A third-party may not be added to an established call if Call Waiting is being used or if a call within the same central office involves any other line using Three-Way Calling. Transmission may not be satisfactory on all three-way calls.
6.	Touch Tone Calling provides for the origination of calls from telephone instruments equipped with 12 push-buttons for tone-type address signaling.
D. Optional Feature Packages	
1.	Feature Package 1 — Call Forwarding and Call Waiting
2.	Feature Package 2 — Call Forwarding, Call Forwarding Busy Line, and Call Forwarding Don't Answer
3.	Feature Package 3 — Call Forwarding, Call Waiting and Speed Dialing
4.	Feature Package 4 — Call Forwarding, Call Forwarding Don't Answer, Call Forwarding Busy Line and Speed Dialing

7.12.3 Terms and Conditions	
A.	Main telephone exchange service lines equipped with Intellidial may terminate at different premises locations provided they are all served from the same electronic central office switching vehicle.
B.	A minimum of two lines in a service arrangement must be equipped with Intellidial. A different feature package may be furnished on each line in the service arrangement.
C.	Telephones equipped with 12 push-buttons for tone-type address signaling are required for each exchange line with this service to enable feature operation.
D.	Intellidial is not offered in conjunction with Custom Calling or Curb A Charge. Line hunting service is available only in conjunction with the basic feature package.
E.	Local or toll usage charges, as appropriate, are applicable for calls transferred, forwarded or otherwise dialed outside of the customer group.
F.	Local exchange service and foreign exchange or foreign central office service may not be included in the same customer group.

Effective: January 1, 2015

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7. Auxiliary Exchange Services

7.12 INTELLIDIAL® Calling Service

As of May 17, 2014, Intellidial Calling Service for residential customers was withdrawn from this Product Guide, and Verizon no longer provides this service as of that date.

7.12.3 Terms and Conditions

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| G. | Dial access to service such as foreign exchange, and private line service, etc., is not available with Intellidial. |
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7.12.4 Application of Rates and Charges

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| A. | Monthly rates for Intellidial are in addition to the monthly rates for one-party main telephone exchange service and to the rates and charges for other associated services. |
| B. | An Element 1 service charge applies if Intellidial is the only service being provided. It does not apply if Intellidial is provided in conjunction with other services for which an Element 1 service charge applies. |
| C. | Intellidial is furnished under the Conventional Payment Plan for arrangements containing only residence lines and under the Variable Term Payment Plan (VTPP) for arrangements containing business lines. |

7.12.5 Variable Term Payment Plan (VTPP)

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| A. | Intellidial for business service customers is furnished under the VTPP as described herein and in Section 1. The VTPP monthly rates are payable over an Optional Payment Period (OPP) that is selected by the customer from those available. All conditions and terms and conditions pertaining to the VTPP are contained in Section 1, except as specified herein. <ol style="list-style-type: none"> The available OPPs are month-to-month, 36 months, and 60 months. Vintage I rates apply for service ordered or installed after July 19, 1988. New rates for 36 and 60 month OPPs may be introduced by Verizon under a new vintage which would supersede the earlier vintage of rates. Superseded vintage rates apply only for the services ordered or installed under such rates for the duration of the OPP. Month-to-month rates are shown with the latest vintage of rates. |
| B. | Transfer of service may be provided for a transfer of service charge subject to the terms and conditions in Section 1. |
| C. | Subsequent additions of Intellidial to an existing service arrangement will be provided only at the rates currently effective for the month-to-month OPP, unless a new OPP for the entire arrangement is elected in accordance with VTPP terms and conditions governing a change in length of OPPs. |
| D. | Relocation of service to a different premises is permitted where the new location is served by the same central office equipment. Termination charges do not apply and the monthly billing for VTPP rates continues unchanged. A relocation of service to a premise served by different central office equipment constitutes discontinuance of service, for which termination charges, if any, are applicable. Service charges as appropriate, apply to the relocated main telephone exchange services. |

Effective: January 1, 2015

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7. Auxiliary Exchange Services

7.12 INTELLIDIAL® Calling Service

As of May 17, 2014, Intellidial Calling Service for residential customers was withdrawn from this Product Guide, and Verizon no longer provides this service as of that date.

7.12.5 Variable Term Payment Plan (VTPP)	
E.	A customer may substitute or add feature packages without incurring termination charges provided that a new OPP for the entire arrangement is elected in accordance with VTPP terms and conditions governing a change in length of OPPs.
1.	The termination charges applicable are dependent upon the payment period selected by the customer. Termination charges do not apply to month-to-month payment.
a.	For the 36 month payment period, 18 months of payments or 60% of the remaining monthly payments, (whichever is less) is the applicable termination charge.
b.	For the 60 month payment period, 30 months of payments or 60% of the remaining monthly payments (whichever is less) is the applicable termination charge.

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7. Auxiliary Exchange Services
7.13 Reserved For Future Use

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7. Auxiliary Exchange Services
7.13 Reserved for Future Use

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7. Auxiliary Exchange Services

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7. Auxiliary Exchange Services
7.13 Reserved for Future Use

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7. Auxiliary Exchange Services

7.14 Extended Basic Referral Service

7.14.1 Description	
A.	Extended Basic Referral service provides reference of calls for disconnected Centrex, Intellipath and Flexpath services and Direct Inward Dialing (DID)* telephone numbers to individual numbers specified by the customer.

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7.14.2 Terms and Conditions	
A.	Extended Basic Referral service is subject to the availability of facilities and numbers and is available only to customers that have Centrex, Intellipath and Flexpath and DID services* that are provided from suitably equipped central offices.
B.	Extended Basic Referral service is subject to a one month minimum service period.
1.	The customer may select this service for a period of from one to six months. After the expiration of the initial period chosen, providing that central office facilities and numbers are available, the customer has the one time option to request any additional period of from one to six months.
C.	The format and content of the intercept message is determine and delivered by Verizon.

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7.14.3 Application of Rates and Charges	
A.	The Element 1 service charge applies per customer request.

* Please refer to Part J, Section 1, for limitations on the availability of Direct Inward Dialing Service for analog PBX trunks. Contracts with this service may not be extended nor renewed. (This does not impact ISDN PRI or Centrex DID subscribers).

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Effective: January 1, 2015

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7. Auxiliary Exchange Services

7.15 Simplified Message Desk Interface (SMDI)

7.15.2 Terms and Conditions	
A. Responsibility of the Customer	
1.	Customers providing message desk service must have Centrex or exchange service lines equipped with line hunting in the same central office control groups where the automatic message link equipment and data link terminates. Customers must have a data link to each central office control group where client lines are resident.
2.	Customers must provide equipment compatible with the modem in Verizon central office in order to transmit and receive the necessary data between the central office and the customer premises.
3.	Customers are responsible for providing message desk equipment on their premises.
4.	The customer and client must be served from the same central office control group.
5.	When the customer utilized the message waiting indication feature, the customer's clients' lines must be programmed to accept the message waiting indication.
7.15.3 Inter Switch Voice Messaging (ISVM)	
A. Inter-Switch Voice Messaging	is an optional enhancement to SMDI subject to the availability of both SMDI and ISVM facilities. Unless otherwise specified herein, the terms and conditions, rates and charges for ISVM apply in addition to the terms and conditions, rates and charges for SMDI.
B.	ISVM utilizes the SS7 network to pass calling and called number information between central offices. With ISVM capability, the customer is not required to obtain a data link to each central office control group where client lines are resident. With ISVM, the customer can provide messaging capability to all end users in a LATA provided those end users reside in central offices that are interconnected via SS7 and are equipped with the required software. ISVM requires SMDI between the customer's equipment and at least one central office.
C. Responsibility of Verizon	
1.	Verizon will determine the central office and transmission facilities to be used to provide service.
2.	Signaling, control and data communication protocols are defined by Verizon, and Verizon retains the right to change these protocols.
D. Responsibility of the Customer	
1.	The integrity of the customer's database information is solely the responsibility of the customer.
2.	Unauthorized Use —Customers are not authorized to sell or offer for telemarketing purposes or other unauthorized purposes, a list of telephone numbers acquired or compiled by using this service.

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7. Auxiliary Exchange Services**7.15 Simplified Message Desk Interface (SMDI)**

7.15.3 Inter Switch Voice Messaging (ISVM)**E. Liability**

1. Verizon assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
2. Verizon assumes no liability for any errors, misdirected calls or misdirected message waiting indications resulting from problems with the customer's database.

7.15.4 Application of Rates and Charges

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| A. | Data Link —A minimum of one data link is required between the serving central office and the customer's premises. Rates and charges applicable for compatible Part B analog private line or Part C digital private line dedicated transmission facilities will apply. |
| B. | In addition to the feature establishment NRC, appropriate service charges apply. |
| C. | In addition to the monthly rate for central office automatic message link equipment, standard rates and charges for business main telephone exchange service or Centrex service apply as appropriate. |
| D. | An Element 1 service ordering charge applies to equip a client's line with the capability to receive the message waiting indication, unless the capability is provided at the same time as another service for which an Element 1 service charge applies. |

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7. Auxiliary Exchange Services

7.16 Distinctive Ring Service

Effective June 16, 2012, Distinctive Ring Service is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.

7.16.1 Description	
A.	Distinctive Ring enables a customer to have up to three separate telephone numbers (one main telephone number and two additional telephone numbers) associated with one exchange access line. Each telephone number has a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive Call Waiting tone for each additional telephone number is provided to customers also subscribing to Call Waiting.
B.	Distinctive Ring is available to one-party residence or business service customers served by a suitably equipped central office subject to the availability of facilities.
C.	Distinctive Ring is not offered with Centrex service, Intellidial, PBX trunk service, PASL services, lines equipped with hunting arrangements, access lines terminating in customer premises switching equipment, and foreign exchange service.
D.	Distinctive Ring is offered as follows. 1. Package I— Consisting of one additional telephone number associated with a single line. 2. Package II— Consisting of two additional telephone number associated with a single line.
E.	All telephone numbers associated with an exchange access line equipped with Distinctive Ring must be served by the same central office.
F.	Distinctive Ring may not be compatible with some types of customer provided telephone equipment.

7.16.2 Terms and Conditions	
A.	Provisions For Other Services
1.	Call Waiting and Call Forwarding services which are provided on the customer's main telephone number also are provided automatically on additional numbers. When establishing Distinctive Ring, Call Forwarding customers must choose one of the following arrangements. a. Calls to the main telephone number and additional telephone numbers associated with one exchange access line will be forwarded to a single number, b. Only calls to the main telephone number associated with one exchange access line will be forwarded. Calls to additional telephone numbers will not be forwarded.
2.	Curb A Charge service features which are provided on the customer's main telephone number also are provided automatically on additional numbers for Distinctive Ring.

Effective: January 1, 2015

Verizon New England Inc.

7. Auxiliary Exchange Services

7.16 Distinctive Ring Service

Effective June 16, 2012, Distinctive Ring Service is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.

7.16.2 Terms and Conditions	
A.	(Continued)
3.	Directory Listing— Distinctive Ring customers are entitled to one directory listing for each additional telephone number. Listings are subject to terms and conditions, rates and charges specified in Section 5 for Listing services. Listing information must be determined when Distinctive Ring is requested. Subsequent changes to listing information will be subject to service charges. Customers with nonpublished or nondirectory listed service on the main telephone number may choose to have additional numbers published or listed in the directory.

7.16.3 Application of Rates and Charges	
A.	Service Charges
1.	Appropriate service charges apply to change Call Forwarding arrangements subsequent to the establishment of Distinctive Ring.
2.	The Element 1 service charge applies if Distinctive Ring is the only service being provided. It does not apply if Distinctive Ring is provided at the same time as another service for which an Element 1 service charge applies and if Distinctive Ring is ordered during the period when the serving central office is being equipped with facilities to provide the service. It also does not apply if Distinctive Ring is ordered by a small business customer (1-12 lines) within 90 days of the installation date of the associated network access line.
3.	Element 1 service charges apply to change from Package I to Package II subsequent to the establishment of service.

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7. Auxiliary Exchange Services**7.17 PHONESMART® Service**

7.17.1	Description
A.	PHONESMART® Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information. Effective June 16, 2012, the following PHONESMART® services are no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain these services at existing locations. • Busy Redial (monthly subscription option only) • Caller ID-Number Only • * 69 (monthly subscription option only) • Call Intercept* As of May 17, 2014, the following PHONESMART® services are no longer available to residential customers and were withdrawn from this Product Guide, and Verizon no longer provides these services as of that date. • Call Waiting ID (Number Only) • Call Waiting ID Deluxe- Number Only • Call Waiting ID Deluxe Effective August 21, 2016, Caller ID-Number Only and Call Waiting ID Deluxe services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted. 1. Busy Redial automatically monitors and redials the telephone number of the most recent outgoing call. If the redialed telephone number is idle, the call completes immediately. If the redialed telephone number is busy, the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. a. Calls to 800 numbers b. Calls to 900 Service numbers c. Calls to 931 Service number d. Calls preceded by an interexchange carrier access code e. Calls made on an International Direct Distance Dialed basis f. Calls to Directory Assistance Service g. Calls to emergency number 911 2. Caller ID-Number Only provides the originating telephone number associated with a non-blocked incoming call (typically by the second ring) subject to technical and other limitations, including availability of the number for forwarding. This information is displayed on a customer-provided compatible display device which is associated with the customer's local exchange service. 3. Caller ID provides the telephone number and name associated with the line from which an incoming call originates. The calling number and name are displayed (typically by the second ring) on a customer-provided compatible display device which is associated with the customer's local exchange service, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

(N)

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

(N)

(N)

Effective: August 9, 2023

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7. Auxiliary Exchange Services

7.17 PHONESMART® Service

7.17.1	Description
A.	(Continued)
4.	Call Waiting ID provides for an expanded use of Caller ID - Number Only by allowing a customer, who also subscribes to Call Waiting, to be on an existing call and to receive Caller ID - Number Only information (number only) for a non-blocked new incoming call, subject to technical and other limitations including the availability of the number for forwarding. The calling number is displayed on a compatible display device which is associated with the customer's local exchange service. As of May 17, 2014, the Calling Waiting ID feature is no longer available to residential customers and was withdrawn from this Product Guide, and Verizon no longer provides this service as of that date.
5.	Call Waiting ID With Name provides the same functionality described for Call Waiting ID plus the display of the name associated with the line from which the call originates. The calling number and name are displayed on a customer-provided compatible display device which is associated with the customer's local exchange service, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.
6.	Call Waiting ID Deluxe- Number Only provides for an expanded form of Caller ID - Number Only, which also allows a customer who is off hook on an existing call to receive Caller ID - Number Only information for a new, incoming call, and to manage the new call by forwarding to a voice mail system, by including in conferencing, by routing to a message announcement, or by dropping the first or last caller, subject to technical and other limitations, including availability of the number for forwarding. As of May 17, 2014, the Calling Waiting ID Deluxe Number Only feature is no longer available to residential customers and was withdrawn from this Product Guide, and Verizon no longer provides this feature as of that date.
a.	The customer must subscribe to Call Waiting to take full advantage of this service. If the customer wants to conference on outgoing calls, the customer must also subscribe to Three-way Calling. The customer is required to purchase customer premise equipment that is capable of displaying Call Waiting ID information in addition to facilitating call management options.
7.	Call Waiting ID Deluxe is an expanded form of Caller ID, which also allows a customer who is on an existing call to receive Caller ID information for a new, incoming call, and to manage the new call by forwarding to a voice mail system, by including in conferencing, by routing to a message announcement, or by dropping the first or last caller. The name and telephone number of the caller may not be displayed for every new incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone numbers or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. As of May 17, 2014, the Calling Waiting ID Deluxe feature was no longer available to residential customers and was withdrawn from this Product Guide, and Verizon no longer provides this feature as of that date.

Verizon New England Inc.

7. Auxiliary Exchange Services**7.17 PHONESMART® Service**

7.17.1	Description
a.	The customer must subscribe to Call Waiting to take full advantage of this service. If the customer wants to conference on outgoing calls, he/she must also subscribe to Three-way Calling. The customer is required to purchase customer premise equipment that is capable of displaying Call Waiting ID With Name information in addition to facilitating call management options.
8.	Call Trace allows a customer to trace the most recent incoming call by dialing a code immediately after terminating the call. Verizon's central office equipment records and stores the incoming call message detail (date, time and originating telephone number of the call) provided that the call was completed over a suitably equipped facility and the customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to the Annoyance Call Bureau where call details can be obtained by an appropriate law enforcement agency when the customer files a complaint.
9.	*69 allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back. As with most calling features, *69 does have service limitations, such as *69 cannot announce or return calls marked private by the caller, the announced number does not always identify the caller and *69 cannot return all calls for which it can announce a number. Calls placed from cellular phones or lines equipped with ISDN or PBX service cannot be returned. In some cases, however, the call may be returned manually using the announced number. If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.
10.	Anonymous Call Rejection allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of per call or line blocking, to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate the feature without charge by dialing a code.
a.	Upon receiving the anonymous call rejection announcement, the calling party may either reverse the blocking status of his/her line and redial the call or elect not to redial the call.
b.	Anonymous Call Rejection is provided automatically to customers subscribing to Caller ID - Number Only, Caller ID, Call Waiting ID With Name, and Call Waiting ID Deluxe. Anonymous Call Rejection initially will be provided in a deactivated state.
11.	Call Intercept*
a.	

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

Effective: August 9, 2023

(N)

(D)

(D)

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7. Auxiliary Exchange Services
7.17 PHONESMART® Service

7.17.1	Description	(T)(N)
A.11.	Call Intercept*(Continued)	(D)
b.		(D)
c.		(D)
d.		(D)
e.		(D)
f.		(D)
g.		(D)
B.	Phonesmart is available with all one-party residence and business main telephone exchange service (except PBX trunks, foreign exchange and foreign central office services) and with Centrex services (except Digital Centrex services) and Emergency Number 911 in suitably equipped serving central offices where facilities exist. In addition, both the subscriber to the service and the other party involved in the call must either be served from the same central office or served from different central offices which are linked by facilities that can send the parties' telephone numbers and name between these central offices.	
C.	Call Trace is offered on a per activation basis and is only billed when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to an appropriate law enforcement agency. Per-activation use of Call Trace may be blocked at the customer's request, a rate will apply	
D.	Per call blocking is an originating option that allows customers to control the disclosure of their directory number and name on a call-by-call basis. When activated, the option precludes the originating customer's telephone number and name, including customers with nondirectory listed service or nonpublished service, from being displayed on the terminating customer's Caller ID - Number Only display device(s) and also prevents announcement or completion of calls using *69. Per call blocking does not affect the operation of the other Phonesmart features. Activation is accomplished by the calling party dialing the per call blocking activation code prior to initiating a call. Per call blocking is available in suitably equipped central offices to all residence and business classes of service (except hotel/motel, PASL, PBX trunks and toll access trunk lines). There is no charge associated with per call blocking.	

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

(N)
(N)

Effective: August 9, 2023

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7. Auxiliary Exchange Services

7.17 PHONESMART® Service

7.17.1 Description	
E.	Line blocking allows customers to automatically block the disclosure of their directory number and name on all originating calls. The option precludes the originating customer's telephone number and name, including customers with nondirectory listed service or nonpublished service, from being displayed on the terminating customers Caller ID - Number Only display device(s) and also prevents announcement or completion of calls using *69. Line blocking does not affect the operation of the other Phonesmart features. Line blocking is available to all lines to which Phonesmart service is available (except PASLs). There is no charge associated with line blocking for the initial request. Subsequent requests to add line blocking will incur a service order charge.
F.	Satisfactory provision of Phonesmart requires technically compatible customer provided premises equipment.
1.	Customer premises equipment suitable for display of the calling number in conjunction with Caller ID - Number Only may not be capable of displaying name and number information in conjunction with Caller ID. Customer premise equipment suitable for use with Caller ID - Number Only and Caller ID may not be suitable for use with Call Waiting ID, Call Waiting ID With Name, Call Waiting ID Deluxe - Number Only, or Call Waiting ID Deluxe. A customer purchasing such equipment should check with the vendor to assure that the equipment will operate in conjunction with the particular Verizon service(s) selected by the customer.

7.17.2 Terms and Conditions	
A.	Liability— The liability of Verizon is as set forth in Section 1.

7.17.3 Application of Rates and Charges	
A.	Phonesmart rates and charges are in addition to all other applicable rates and charges for the associated one-party residence and business main telephone exchange service, Centrex services and other associated services.
B.	Element 1 Service Ordering Charge
1.	For business customers, the Element 1 service charge applies if a feature of Phonesmart is the only service being provided. It does not apply if one or more features of Phonesmart are provided at the same time as another service for which an Element 1 service charge applies or if one or more features of Phonesmart are ordered during the ninety day period when the serving central office is first equipped with facilities to provide the service. It also does not apply if Phonesmart is ordered by a small business customer (1-12 lines) within 90 days of the installation date of the associated network access line.
2.	Does not apply to residence customers who order Phonesmart.

Effective: January 1, 2015

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7. Auxiliary Exchange Services
7.17 PHONESMART® Service

7.17.3 Application of Rates and Charges	
C.	Busy Redial is available on a monthly charge basis or on a per activation charge basis to customers served by any suitably equipped central office. The activation charge applies each time the feature is successfully activated, regardless as to call completion. Activation charges do not apply when the customer elects Busy Redial on a monthly charge basis. A monthly cap applies to per activation charges and will be billed on a full bill period basis. Per-activation use of Busy Redial may be blocked at the customer's request, a rate will apply
D.	*69 is a feature offered on a monthly subscription or per activation basis. Per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service. Additional charges associated with calls returned using *69 will apply. Per-activation use of * 69 may be blocked at the customer's request, a rate will apply
E.	Busy Redial/*69 Package Rate is limited to customers of record, at existing locations, on or before December 15, 2004.
F.	Anonymous Call Rejection is provided without charge to customers subscribing to Caller ID - Number Only, Caller ID, Call Waiting ID With Name, and Call Waiting ID Deluxe.

Effective: January 1, 2015

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7. Auxiliary Exchange Services
7.18 Reserved for Future Use

Verizon New England Inc.

7. Auxiliary Exchange Services

7.19 Ultra Forward Service

7.19.1 Description	
A.	Ultra Forward which is subject to the availability of facilities, is a line related feature which is available to single line residence, single line business, and multi-line business service customers (excluding PBX trunks) on a per telephone number basis. Customers can activate, deactivate or change the service from any line equipped with touch tone and a dual tone multifrequency telephone or its equivalent.
1.	PIN Security— A feature designed for the protection and security of both the customer and Verizon. It prevents unauthorized access and control of customer features. The PIN is used to confirm that the caller has permission to make changes. Verizon will not be liable for unauthorized use of the PIN number(s).
B.	Ultra Forward access is gained by dialing a designated DTFS access directory number for which there is no charge to the caller or by dialing a designated dial direct telephone number for which the caller is charged applicable rates. The call must be made from a touch tone equipped line using a Dual Tone Multifrequency (DTMF) telephone or its equivalent.
1.	After gaining access, the customer interacts with a voice response system which requires a Personal Identification Number (PIN). The pin will be matched to the feature equipped line to confirm authorization to use Ultra Forward.
2.	The customer will respond to voice prompts until the conclusion of a specified request.
C.	The following standard functions are available through local and remote access.
1.	Feature Access and Control
2.	PIN Security
3.	Status Option
D.	Ultra Forward is available with Call Forwarding, Call Forwarding Busy, Call Forwarding Don't Answer, or Call Forwarding Busy Line Don't Answer. When Ultra Forward is activated it will take precedence over other forwarding services provisioned on the customer's line. When Ultra Forward is deactivated, any other forwarding services provisioned on the customer's line will be activated.

7.19.2 Application of Rates and Charges	
A.	An Element 1 service charge applies if Ultra Forward is the only service being provided. It does not apply if Ultra Forward is provided in conjunction with other services for which an Element 1 service charge applies or if Ultra Forward is ordered during the 90 day period when the service becomes available in the customer's serving central office. It also does not apply if Ultra Forward (1-20 lines) is ordered by a small business customer (1-12 lines) within 90 days of the installation date of the associated network access line.
B.	An Element 1 charge applies if a Ultra Forward customer requests Verizon to change or reset an existing PIN.

Effective: January 1, 2015

Verizon New England Inc.

7. Auxiliary Exchange Services**7.20 CUSTOM REDIRECT Service**

7.20.1	Description
A.	Custom Redirect Service (CRS) enables business customers to redirect all or a part of their incoming switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.
B.	CRS offers three options per group with the basic service. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select additional CRS optional features as described herein.
C.	Standard Features. Equipped Number— is the subscriber's called telephone number that has CRS. Group— is the collection of equipped telephone numbers that will be redirected in the same way, at the same time. If the customer requests redirection then all telephone numbers within that group will be redirected. Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all options, the telephone number that the calls are redirected to may be different. Option Column— is a table of telephone numbers that are treated the same. CRS has three option columns with the basic service. Up to six additional option columns may be provisioned as an enhancement. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third option might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers would be redirected to the respective telephone number in option column two. Redirecting telephone number— has no office equipment associated with it and is to be used solely for the purposes of redirecting call traffic from the telephone number dialed to the CRS customer's intended destination. Modification of Options— When the customer elects to redirect calls, the customer calls into the Company platform using a TOUCH-TONE telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls. After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service. The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

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7. Auxiliary Exchange Services**7.20 CUSTOM REDIRECT Service**

7.20.1	Description
D.	Optional Features
1.	Time-of-Day/Day-of-Week Redirection— allows customers to redirect the customer's calls to another location at predesignated times. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.
2.	Percentage Redirection— allows customers to direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose the quantity of locations and the actual percentages, up to ten percentages, to be redirected but the total must always equal 100%. The Percentage Redirection feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.
3.	Number Identification Redirecting— allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call may be completed as dialed. The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.
a.	Number Identification may not be used to pass the calling party's number to the customer.
4.	Single Number Destination Service— This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning, customers must designate an interexchange carrier of their choice to carry the redirected traffic.
5.	Custom Applications – In addition to the optional features offered in this Product Guide, custom applications may also be provisioned. Custom applications such as the inclusion of a single table or single field manipulation in the call processing record to meet a specific customer's need are available. Examples of two of the custom applications that are available follow:

Effective: January 1, 2015

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7. Auxiliary Exchange Services**7.20 CUSTOM REDIRECT Service**

7.20.1	Description
D.	Optional Features (Continued)
5.	Custom Applications (Continued)
a.	Next Event List (NEL) - a Custom Application that provides redirection of numbers conditional upon network status, i.e., complete this number as dialed unless the following condition is encountered. NEL triggers are placed in the terminating office. NEL is used to monitor for PRI outages. It is not used to monitor Central Office outages and it does not monitor for Station Busy or No Answer.
b.	Dialed Number Recovery (DNR) - a Custom Application where the original dialed number is presented to a new customer location.
c.	Special Assemblies - Very complex applications and those for purposes other than the directing of incoming calls are not considered optional features. They require special assemblies.
E.	Enhanced Features
1.	SuperGroups –The customer may organize its groups into SuperGroups. A SuperGroup allows the customer to modify the active option of multiple groups at the same time. For example, if groups 101, 102 and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3.
a.	When a group belongs to multiple SuperGroups, the active option defaults to the last option set. Using the example with SuperGroup 001 preceding and an additional SuperGroup 002 which contains groups 103, 104 and 105; if after SuperGroup 001 is set to option 3, and SuperGroup 002 is set to option 2, then group 105's active option would be set to option 2.
2.	Alternate Central Office Triggers –The ability to place triggers in central office switches, other than the original terminating central office, allows customers to redirect from the office in which the call originates without requiring the call to complete to the terminating central office. In the event that the terminating central office is out of service, the customer's CRS may be activated, and all calls processing in an office with an alternate central office trigger will be redirected per the current active option at that time. Triggers are associated with a specific customer NPA-NNX.
a.	Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's group charges would reflect the increased call volume.
F.	Custom Transaction – Occasionally, customers may require a one-time effort related to their CRS. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. A Custom Transaction charge will apply to recover costs associated with these special requests.

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7. Auxiliary Exchange Services**7.20 CUSTOM REDIRECT Service**

7.20.2 Terms and Conditions	
A.	CRS is available where Verizon facilities permit.
B.	The minimum service period for CRS is twelve months. If CRS is cancelled prior to twelve-months, a termination liability will apply.
C.	CRS may be provisioned with group sizes as small as one.
D.	Each group may have up to three options for the basic rate. If more than three options are requested, the Additional Option charge applies per additional option chosen.
1.	In most cases, the first option will be the called number leaving two additional options for the customer to define.
2.	Although three options is the standard, up to six additional options may be provisioned for an additional cost. If more than three options are requested, the Additional Option charge applies per additional option chosen.
E.	The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. Verizon reserves the right to disconnect the service immediately if there is interference with exchange or toll service.
F.	CRS is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, Verizon reserves the right to disconnect the service immediately and bill all appropriate toll charges.
G.	Initial Average Monthly Query Volumes are estimates only. After installation, Verizon will periodically and at its discretion, complete audits of number of queries. Billing will be corrected if necessary to make adjustment to the monthly charges based upon the results of the audit.

7.20.3 Responsibility of the Customer	
A.	It is the responsibility of the CRS customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
B.	Charges for calls between the CRS equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the CRS customer.

Effective: January 1, 2015

Verizon New England Inc.

7. Auxiliary Exchange Services**7.20 CUSTOM REDIRECT Service**

7.20.4	Application of Rates and Charges
A.	Nonrecurring Charges Establishment of Service—applies to new orders of CRS per Service Order or Account. If a customer is modifying the existing order, including adding additional numbers or adding a SuperGroup, the Rearrangement Charge applies. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge. Rearrangement Charge—applies to each rearrangement. This is in addition to any normal service order charge. Each change to an equipped number will result in a nonrecurring charge for each equipped number impacted. Password Initialization— This charge applies each time, after service establishment, that the customer requests that the Company reinitialize the pass code to the default pass code or is requested to modify existing security profiles. A service order will be generated after the initialization takes place and a Service Charge may also apply.
B.	Standard Features Equipped Number Charges—A monthly rate applies for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the group customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number that CRS is installed on. Group Charges (Average Monthly Query Volume) – A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In a basic implementation, query volume is equal to the call volumes. As enhancements to the call processing logic are added and additional triggers placed, the query volume may exceed the call volume. Redirecting Telephone Numbers — A monthly rate and a nonrecurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service.

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7. Auxiliary Exchange Services**7.20 CUSTOM REDIRECT Service**

7.20.4 Application of Rates and Charges (Continued)	
C.	Optional Features —Each group may have up to three options for the basic rate, however, up to six additional options may be provisioned for an additional cost.
1.	Time of Day/Day of week — A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.
2.	Percentage Redirecting — A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.
3.	Number Identification Redirection — A monthly rate and a nonrecurring charge will apply at the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge.
4.	Single Number Destination —A nonrecurring charge and monthly rate will apply for each group on which this feature is ordered.
5.	Custom Applications —A nonrecurring charge will apply for the establishment of each custom feature and a flat monthly rate will be billed for each option with this feature. For changes made by Verizon on behalf of the customer, rearrangement charges will apply.
D.	Enhanced Features
1.	SuperGroups —A nonrecurring charge will apply for the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by Verizon on behalf of the customer, rearrangement charges will apply.
2.	Alternate Central Office Trigger —A nonrecurring charge will apply for the establishment of this feature and a flat monthly rate will be billed for each NPA-NNX trigger in each central office switch in which the trigger is placed. For changes made by Verizon on behalf of the customer, rearrangement charges will apply.
E.	Custom Transaction —A nonrecurring charge will be determined on an individual case basis prior to the transaction.
F.	Termination Liability — A twelve-month termination liability will apply. If CRS is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.
G.	Five Year Option — Customers with more than 500 lines provisioned may choose to sign a five-year option, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period the rate will be recalculated to the month-to-month rate and the twelve-month termination liability will apply.

Effective: January 1, 2015