

Verizon New England Inc.

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

Rates and charges for services explained herein are contained in Part M, Section 8. Service charges referred to herein are explained in Part A, Section 3 and contained in Part M, Section 1.

2.1.1	Description	
A. 1. 2.	CLAS is an optional feature arrangement available to analog and digital Centrex and superseded Centrex customers served from suitably equipped central offices, subject to the availability of facilities. CLAS permits customers to participate in the administration of a Centrex system by making certain changes in the Centrex line and feature arrangements on all lines in the Centrex system (except for those specified in Section 2.1.1C) without the issuance of regular Verizon service orders. The customer participates in making these changes through dial up access to Verizon facilities using a compatible customer provided data terminal by entering the translation change messages as prompted by CLAS. CLAS provides a means for customers to maintain a directory of Centrex line telephone numbers and to produce a per line inventory for customer verification of features.	
B. 1. 2. 3. 4. 5. 6. 7. 8.	CLAS allows the following standard package of feature capabilities to be available for all compatible lines in a Centrex system. Access to Call Pickup Groups Access to Speed Dialing Six Groups Access to Speed Dialing Thirty Groups Call Forwarding Busy Line* Call Forwarding Don't Answer* Call Forwarding Call Hold Call Waiting Terminating	 (N) (N)
C. 1. 2. 3. 4. 5. 6.	Lines which are considered incompatible with CLAS are those associated with the following. Attendant Lines Make Busy Arrangements Multi-line Hunt Groups Night Service Arrangements Spare numbers within a customer group Special hardware/software configurations	

* Effective August 21, 2016, Call Forward Busy and Call Forward Don't Answer services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.

(N)
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Effective: August 21, 2016

Verizon New England Inc.

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

2.1.1 Description	
C.	(Continued)
7.	Stop Hunt Arrangements
8.	Centrex Local Area Network

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

2.1.3 Responsibility of the Customer	
A.	Interchange of Centrex Telephone Numbers— The customer may interchange working telephone numbers associated with CLAS compatible lines within the customer's Centrex system. The customer is responsible for providing and updating designation strips on associated premises equipment. When interchanging telephone numbers, the following non CLAS optional features, if provided, will remain associated with the original line and will not follow the interchanged number. Any changes involving non CLAS lines and features will continue to require processing of regular Verizon service orders for which appropriate Product Guide charges apply. Such orders will be based on customer maintained records. - Automatic Callback Calling - Call Forwarding Over Private Facilities - Call Transfer All Calls - Call Waiting Originating - Centrex Local Area Network Service - Control of Speed Dialing Lists - Dial Call Waiting Originating - Directed Call Pickup With or Without Barge In - Inside/Outside Ringing - Diversion Arrangements - Presubscription to a Primary Interexchange Carrier - Reminder Ring (Call Forwarding)

Effective: January 1, 2015

Verizon New England Inc.

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

2.1.4 Terms and Conditions	
A. Addition and Deletion—	The customer may add or delete the CLAS feature capabilities to all CLAS compatible lines.
1.	Access to Call Pickup Groups and Access to Speed Dialing Six and Thirty Groups speed calling lists may be added or deleted, however, they must be ordered as required through a Verizon service order for which appropriate rates and charges apply.
B. Changes	
1.	Customers may change Centrex line treatment involving any of the four basic line classes. Any changes involving Centrex line treatments on superseded Centrex services will continue to require processing of regular Verizon service orders for which appropriate Product Guide charges apply.
2.	The customer may change the number to which a call is forwarded on lines equipped with Call Forwarding Busy Line* or Call Forwarding Don't Answer*. Lines equipped with these features can forward to Centrex lines that are incompatible with CLAS. (N)
a.	The customer may change the number of rings before the call is forwarded on lines equipped with Call Forwarding Does Not Answer*. (N)
3.	The customer may change the hunting sequence associated with a Centrex line provided both numbers are within the Centrex system. A service order is required to establish a multi-line hunt group. Centrex lines in a multi-line hunt group are not compatible with CLAS, however, series hunting to a multi-line hunt group is permitted.
4.	A customer who subscribes to the electronic tandem switching feature ARS Deluxe can change the facility restriction level of a Centrex line to one of eight allowable predefined codes which determine the Centrex line's network calling privileges.
C. Activation/Deactivation—	The customer may activate or deactivate service on all lines compatible with CLAS. Deactivated lines may receive only incoming intercom calls and cannot be used to originate calls. When CLAS is used to deactivate a line, monthly billing continues unchanged unless otherwise authorized. Disconnections or changes involving monthly billing continue to require processing of regular Verizon service orders for which appropriate Product Guide terms and conditions and charges apply.
D.	A customer may transmit up to 75 transaction change messages a day. Only one transaction change message is required for all feature changes made on a line, however, three transaction change messages are required to interchange Centrex line telephone numbers.
1.	Availability of access may be subject to user contention. No special provisions will be made for transmission support.

* Effective August 21, 2016, Call Forward Busy and Call Forward Don't Answer services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.

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Verizon New England Inc.

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

2.1.5 Application of Rates and Charges	
A.	Service Establishment charges apply for the initial activation of CLAS. These charges are capped per system at \$5,000.
B.	Termination Charges do not apply to change from individual electronic central office features to CLAS, limited to those individual features that are provided as standard with CLAS.
C.	No monthly rates are applicable for CLAS standard feature capabilities on CLAS equipped systems.

2. Adjunct Features

2.2 Electronic Tandem Switching (ETS) Features

2.2.1	Description
	ETS features are provided subject to the availability of facilities, only to those locations with Centrex service furnished from No. 1/1A Electronic Switching System (ESS) central office equipment with the appropriate generic program. Automatic Route Selection Deluxe and Facilities Restriction Levels are prerequisites for all ETS features.
A.	Automatic Route Selection (ARS) Deluxe provides automatic routing of outgoing calls over alternative customer facilities based on the call destination. The telephone user or Centrex attendant dials a facilities access code (e.g. level 8) followed by a ten-digit DDD number. The Centrex routes the call over the first available special trunk facility (such as WATS*, FX, or other similar facility equipped to accept a DDD-like number) checking in a customer specified sequence. DDD overflow may be included as a final route. Alternative routes may also include tie lines to a distant Centrex or Private Branch Exchange (PBX) equipped with ARS Deluxe. When such routing is used, the facilities restriction level associated with the call is transmitted to the distant Centrex or PBX as a traveling class mark which is only provided in conjunction with uniform numbering. This feature provides all number translations and supervision necessary to route the call including the capability to route calls off network via a main PBX or Centrex. Incoming tie lines from subtending locations (i.e. main or tributary PBXs or Centrex's) may be arranged to have automatic access to ARS Deluxe. This permits telephone users at these locations to dial just a single access code to use ARS Deluxe. Route Selection Pattern by NPA and Central Office Codes provides for routing to one NPA area code or to one or more central office codes within that NPA per pattern. 1. Time of Day Routing permits selection of first choice and alternate routes for off network routed calls to vary depending on which of up to three sets of ARS Deluxe routing patterns is in effect. This permits the customer to take advantage of variations in long distance calling rates or traffic patterns as a function of time. Both automatic and manual controls of ARS Deluxe routing pattern selections are provided.
B.	Customer Administration and Control permits the customer to administer station and electronic tandem switching features and to obtain traffic measurements and recent circuit assurance data from one or more switching locations. One central office common equipment is required in connection with furnishing of Facilities Administration and Control and/or Traffic Data to Customer. 1. Facilities Administration and Control provides customer administration of the assignment of parameters that determine user calling privileges, such as facilities restriction levels and authorization codes. Manual control (override) of time of day routing and activation and deactivation of trunk group queues are provided. 2. Traffic Data to Customer provides the customer with the capability to automatically poll switching locations on a daily or hourly basis to obtain traffic measurements, including peg counts, usage, and overflow data in connection with appropriate customer premises equipment. Summary reports, exception reports, and complete traffic register outputs may be obtained. The status of time of day routing is included in the traffic data.

* Please refer to Part J, Section 1, for limitations on the availability of WATS Access Line (WAL). (N)

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2. Adjunct Features**2.2 Electronic Tandem Switching (ETS) Features**

2.2.1	Description
C.	Deluxe Queuing permits telephone users to be placed in a queue whenever all routes for completing a particular call are busy. The queue may be a Ringback Queue (RBQ), in which case the user goes on-hook and is called back when a trunk becomes available, or an Off-Hook Queue (OHQ), in which case the user remains off-hook and is connected to a trunk when it becomes available. Telephones may be designated either RBQ or OHQ. Telephones at tributary locations connected to the ESS Centrex by tie lines are limited to OHQ. The customer must specify OHQ or RBQ on a per Centrex group basis for all telephones in the ESS Centrex group. Tie trunk originated calls must be served by OHQ if queuing is to be provided to such calls. OHQ Slot With Music requires music on queue common equipment. The customer can select one of the following options. All OHQ from telephones at the equipped Centrex and subtending locations All RBQ from telephones at the equipped Centrex and subtending locations Combined— RBQ from telephones at the equipped Centrex and OHQ from subtending locations.
D.	Facilities Restriction Levels (FRL)— Associated with each authorization code, each ETS Centrex station line, and each incoming tie line group from subtending locations, this feature determines both the types of calls and types of facilities within the calling privileges of the associated user. The FRL is used in routing calls via ARS Deluxe and (if provided) Uniform Numbering/Automatic Alternate Routing. When the FRL is transmitted over a tie line to a distant PBX or Centrex equipped with ARS Deluxe, it is called a traveling class mark. Up to eight FRLs may be provided. Controlled Alternate Facilities Restriction Levels— FRLs associated with station lines, incoming tie trunks and authorized codes may be upgraded or downgraded in accord with the predetermined alternative set of FRLs. The alternative FRLs are controlled from the attendant console. Traveling Class Marks (TCM) permits the ARS Deluxe feature at a distant PBX or Centrex to determine the best available facility consistent with the user's calling privileges. When the ARS Deluxe feature chooses a tie line to a distant location, the TCM is sent over the tie line. The TCM is equivalent to the FRL. Authorization Code provides for a telephone user to dial a code which overrides the FRL associated with that telephone line or incoming tie line (main, satellite, or tributary user). The equipped ESS Centrex requests dialing of the authorization code when the default FRL (i.e., the FRL associated with the telephone line or incoming tie line) has insufficient privileges to complete the call. The authorization code may be recorded in the station message detail recording record of the call.
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2. Adjunct Features**2.2 Electronic Tandem Switching (ETS) Features**

2.2.1	Description
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F.	Uniform Numbering/Automatic Alternate Routing (UN/AAR) provides automatic routing of calls between customer locations interconnected by tie lines. The telephone user or attendant dials an access code followed by a seven-digit number that identifies each customer station line. The number consists of a three-digit location code and a four-digit telephone code. This feature provides the number translation and supervision necessary to route the call. When the same access code(s) is followed by a ten-digit DDD number, the call is automatically routed via ARS Deluxe. When a tie line is terminated in UN/AAR, an ETS-type tie line and ETS-type group termination is required. The ETS-type tie line and ETS-type group terminations are provided in association with the ARS Deluxe and/or UN/AAR. 1. Automatic Alternate Routing provides automatic routing of tie line calls over up to four alternate tie trunk groups. Facilities are selected in descending order of desirability for placing a particular call. 2. Automatic Overflow to DDD provides that the call may be optionally routed via the local exchange access to the listed directory number or DID equipped telephone at the distant PBX or Centrex when all tie line routes are busy. (The DID telephone number and uniform number must be the same.)

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2.2.2	Application of Rates and Charges
A.	Service Establishment charge applies for the installation or subsequent additions of the ETS features.
B.	Deluxe Queuing Music on Queue — The connecting channel between the serving central office common equipment and the music source on the customer premises will be provided at rates and charges for the appropriate private line voice grade channel.
C.	
D.	Facilities Restriction Levels for Centrex station and incoming or two-way tie line terminations, when associated with ETS group terminations will have nonrecurring charges and monthly rates applied per tie line channel arranged.

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Effective: December 31, 2021

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2. Adjunct Features**2.3 Electronic Central Office Features**

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

* Effective August 21, 2016, Call Forward Busy and Call Forward Don't Answer services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.

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2. Adjunct Features**2.3 Electronic Central Office Features**

2.3.1	Description
A.	(Continued)
b.	Terminating allows a Centrex telephone user to receive an audible tone to indicate an upcoming DID, CCSA or selected tie line call is waiting, if the called line is already in use. Provided as a standard feature capability with CLAS and Nova Centrex.
c.	Dial Call Waiting Originating allows a Centrex telephone user to direct an audible Call Waiting tone to a busy Centrex line in the same Centrex group by dialing a preset code.
10.	Directed Call Pickup With Barge In enables any Centrex station line to answer a call which has been answered or is ringing on another Centrex line equipped with this feature by dialing a preset code. Call Pickup is a prerequisite for this feature.
11.	Directed Call Pickup Without Barge In enables any Centrex station line to answer a call which is ringing on another line equipped with this feature by dialing a preset code. Call Pickup is a prerequisite for this feature.
12.	Speed Dialing Six Code allows a Centrex telephone user to dial a single-digit code to originate a call to any of six programmed telephone numbers. Access to six number lists is provided as a standard feature capability with CLAS and Nova Centrex.
13.	Speed Dialing Thirty Code allows a Centrex telephone user to dial a two-digit code to originate a call to any of 30 programmed telephone numbers. Access to 30 number lists is provided as a standard feature capability with CLAS and Nova Centrex.
B.	Automated Attendant Services
1.	Automatic Route Selection (ARS) provides access to automatic routing of outgoing calls over alternative customer facilities based on the DDD number. The Centrex telephone user dials the ARS access code followed by a DDD number. The Centrex routes the call over the first available special trunk facility (such as WATS*, FX or off-net CCSA) checking in a customer specified sequence. Overflow routing to the DDD network is optional. (N)
2.	Outgoing Trunk Queuing WATS* allows Centrex telephone users, by dialing a preselected code, to have their call held in queue, if all the WATS* facilities associated with direct dial access or with ARS are in use for prior calls. The call is completed, without further dialing, when a facility becomes available, or on reaching the time limit in queue, is advanced to the preselected option. The calling telephone user must remain off-hook to retain the call in queue. (N) (N)
3.	Selected Customer Control Facilities enables the Centrex attendant to control dial access to an individual facility group. All traffic is denied access to the affected facility group upon activation of this feature.

* Please refer to Part J, Section 1, for limitations on the availability of WATS Access Line (WAL).

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2. Adjunct Features**2.3 Electronic Central Office Features**

2.3.1 Description	
C. (Continued)	
c.	Class C— Call source is Pre-emptable Switched Circuit Automatic Network (SCAN) Access Line and Attendant Night Service
6.	Reminder Ring provides for a distinctive ringing signal to be furnished to a Call Forwarding or Call Forwarding Over Private Facilities equipped telephone prior to the forwarding of a call to the distant location.
7.	Split Service Offering permits segregation of Centrex station lines into separate groups thereby enabling each group to have a different set of common features.

2.3.2 Application of Rates and Charges	
A.	Service Establishment Charges apply for initial and any subsequent electronic central office features.
1.	OCC Access Line or Foreign Exchange Line— The service establishment charge is applicable only at the initial time the switching equipment is arranged to provide OCC access line or foreign exchange line for each customer and is applicable to each switching equipment so arranged. (D)
2.	Automated Attendant Service Selected Customer Control of Facilities— In addition to the rates and charges for the per facility group to which access is denied element, rates and charges will also apply for a Private Line Type 1001 channel between the serving central office and the customer premises. (D)
3.	Busy Verification by Attendant of Trunk, and Busy Verification by Attendant of Line— Only one nonrecurring charge applies if both features are installed at the same time. (D)
B.	Variable Term Payment Plan (VTPP)— Electronic central office features are offered under the VTPP as described herein and in Section 1. The VTPP monthly rates are payable over an Optional Payment Period (OPP) that is selected by the customer. The available OPPs are: month-to-month, 24 months, or 48 months. For the purpose of applying VTPP terms and conditions, electronic central office features are considered to be part of a Custom Centrex system, and a separate service to Centrex I and II systems.
1.	Transfer of Service— When transfer of service is provided for an associated Centrex I or II system, electronic central office features may be transferred subject to a transfer of service charge and the terms and conditions in Section 1.
2.	Relocation of service is not available for electronic central office features.

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2. Adjunct Features**2.3 Electronic Central Office Features**

2.3.2 Application of Rates and Charges**B.** (Continued)

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| 3. | Conversion— A customer who has service under the Centrex Term Payment Plan (CTPP) may elect to convert to VTPP billing by selecting an OPP (other than month-to-month) that is longer than the time remaining in the period of the CTPP. VTPP billing begins on the day following the completion of the conversion order. An Element 1 service charge applies. A mix of CTPP and VTPP billing is not permitted for electronic central office features in the same system. |
| 4. | Termination Liability applicable to electronic central office features is dependent upon the payment period selected by the customer. For month-to-month there are no termination charges. For 24 months, the termination charges are 12 months of payments or 60% of the remaining monthly payments, whichever is less. For 48 months, the termination charges are 24 months of payments or 60% of the remaining monthly payments, whichever is less. |

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2. Adjunct Features**2.4 Centrex Diversion Arrangements**

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

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2.4.2	Application of Rates and Charges
A.	Service establishment one time charges apply per arrangement and per line arranged. One time charges per line are capped per occasion, per system at \$200.00.

* Please refer to Part J, Section 1, for limitations on the availability of WATS Access Line (WAL).

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2. Adjunct Features**2.5 Redirected Incoming Call Service**

2.5.1 Description

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| A. | Redirected incoming call is an optional feature that allows incoming calls to a disconnected main telephone exchange service number to be completed to a designated Centrex telephone number within the same central office. Customers may specify up to ten talk paths per disconnected number redirected. This is offered only in conjunction with Centrex and is offered subject to the availability of facilities. |
| 1. | Redirected incoming call does not provide for a directory listing. |

2.5.2 Application of Rates and Charges

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| A. | Exchange usage charges apply for redirected calls involving a different central office control group. Local messages are provided at the local usage charges for measured business main telephone exchange service. |
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Verizon New England Inc.

2. Adjunct Features

2.6 INTELLISMART®

2.6.1	Description
A.	Intellismart is an optional arrangement available from suitably equipped central offices where facilities permit. It is available to digital Centrex customers. It is not available when the subscriber completes or receives a call utilizing an interexchange carrier's facilities. 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.
B.	Call Management Features may be ordered individually. They are as follows. Effective August 21, 2016, the following Call Management Feature 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. • Caller ID – Number Only 1. Busy Redial — Automatically monitors and redials the telephone number of the most recent outgoing call. If the redialed telephone number is idle, the call completes immediately. If the redialed telephone number is busy, the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. The following types of calls cannot be automatically redialed. a. Calls to 800 service numbers b. Calls to 900 service numbers c. Calls to 931 service numbers d. Calls preceded by an interexchange carrier access code e. Calls made on an international direct distance dialed basis f. Calls to emergency number 911 g. Calls to Directory Assistance service 2. *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. 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. Depending on the customer's serving central office and/or class of service, the service may only provide the opportunity to return the call automatically. In such cases, upon dialing *69, the service will attempt to return the customer's last incoming call. Per activation customers with the call-return-only service are charged upon dialing *69, regardless of whether the call is completed to the calling party. The following types of calls cannot be returned: a. Calls from PBX station lines b. Calls from DID station lines c. Calls from lines equipped with line blocking d. Calls from lines which have activated per call blocking

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2. Adjunct Features

2.6 INTELLISMART®

2.6.1	Description
B.	(Continued)
3.	Caller ID - Number Only— Provides the originating telephone number of a non-blocked incoming call, typically by the second ring. This information is displayed on a customer provided compatible display device attached to the customer's digital Centrex line, subject to technical and other limitations including the availability of the number for forwarding. Caller ID - Number Only is not provided on digital Centrex lines equipped with ISDN.
4.	Caller ID— Provides the telephone number and name associated with the line from which an incoming call originates, typically by the second ring, 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 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. This information is displayed on a customer provided compatible display device attached to the customer's digital Centrex line. Caller ID is not provided on digital Centrex lines equipped with ISDN.
5.	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.
6.	Call Waiting ID With Name— Allows a Caller ID with Name customer who is using the telephone and receives a second call via Call Waiting to see the telephone number and associated name for the line from which the second incoming call originates, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. This information is displayed on a customer provided compatible display device attached to the customer's digital Centrex line. Call Waiting ID with Name is not provided on digital Centrex lines equipped with ISDN.
7.	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 that the customer is not presently accepting such calls. The customer may activate and deactivate the feature by dialing a code.
a.	Upon receiving the anonymous call rejection announcement, the calling party may either reverse the blocking status of the line and redial the call or elect not to redial the call.
C.	Intellismart is offered on a subscription basis, with the exception of the call trace feature which is billed on a charge per activation, only when the attempt to trace and record the calling telephone number is successful.

Effective: January 1, 2015

Verizon New England Inc.

2. Adjunct Features

2.6 INTELLISMART®

2.6.1	Description
D.	Blocking 1. Per Call Blocking an originating option that allows customers to control the disclosure of their directory number on a call-by-call basis. When activated the option precludes the originating customer's telephone number from being displayed on the terminating customer's Caller ID - Number only display device and also prevents Call Return from completing a call. Per call blocking does not affect the operation of the other Intellismart features. Activation is accomplished by the calling party dialing the per call blocking activation code prior to initiating a call. a. Per call blocking is available in suitably equipped central offices. b. There is no charge associated with per call blocking. 2. Line Blocking allows customers to automatically block the disclosure of their directory number on all originating calls. The option precludes the originating customer's telephone number from being displayed on the terminating customer's Caller ID - Number only display device and also prevents *69 from completing a call. Line blocking does not affect the operation of the other Intellismart features. a. There is no charge associated with line blocking for the initial request. Subsequent requests will incur a service order charge.
E.	Intellismart requires technically compatible customer premises equipment in order for it to be provisioned in a satisfactory manner.

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2. Adjunct Features
2.6 INTELLISMART®

2.6.2 Application of Rates and Charges	
A.	Customers subscribing to call trace are subject to a case preparation charge when two successful attempts have been traced to the same telephone number or, at the customer's option, when a single successful attempt has been traced to a telephone number and Verizon sends notification of the successful call trace investigation to the customer for his/her use with the appropriate law enforcement agency.
B.	Anonymous call rejection is provided without charge on lines equipped with caller ID - Number only, Caller ID or call waiting ID with name.

Effective: January 1, 2015

Verizon New England Inc.

2. Adjunct Features
2.7 Reserved for Future Use

Verizon New England Inc.

2. Adjunct Features**2.8 Digital Centrex Additional Features**

2.8.1	Description
A.	Digital Centrex Features are available only to digital Centrex customers served by suitably equipped central offices where facilities permit.
1.	Directed Call Park— Allows a station line to park a call against any directory number in the system. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked.
2.	Music on Hold— Provides a system-wide music on hold capability. All calls placed on hold will be connected to a customer-provided music source.

2.8.2	Application of Rates and Charges
A.	Music on Hold customers must also subscribe to a voice grade channel to connect to the customer-provided music source.

Verizon New England Inc.

2. Adjunct Features

2.9 Customer Moves and Changes (CMAC)

Effective May 15, 2024, Customer Moves and Changes (CMAC) service is no longer available to business customers. Existing business customers as of May 15, 2024, may retain this service at existing locations. Additions, rearrangements and move of services are not permitted.

(N)
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(N)

2.9.1	Description
A.	Customer Moves and Changes (CMAC) provides Intellipath, Intellipath II, and Centrex Plus service customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and certain configurations of their digital Centrex service from the customer's computer terminal.
B.	The management capabilities of CMAC include, but are not limited to, the following:
1.	Service Option Information Changes:
a.	Service Level Assignment - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.
b.	Call-Pickup Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
c.	Call Forwarding Number - The customer can change the number that a station user forwards calls.
d.	Authorization Code Assignment - The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.
e.	Button Features - The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons).
2.	Activation/Deactivation of Features - The customer can either add a feature to a telephone number that does not have it, modify an existing feature, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer
3.	Telephone Number Swaps - The customer can swap telephone number assignments among like lines within a digital Centrex service system.

2.9.2	Terms and Conditions
A.	CMAC is available to either existing or new digital Centrex service customers.
B.	CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
C.	Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
D.	Some of the lines in a customer's digital Centrex service system cannot or should not be rearranged. Verizon will specify the unchangeable lines. The customer may have Verizon designate other lines as unchangeable. Changes to these lines will be made through Verizon's existing service order procedures.

Effective: May 15, 2024

Verizon New England Inc.

2. Adjunct Features

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(N)

2.9.2 Terms and Conditions	
E.	CMAC service is provided per customer digital Centrex service system.
F.	All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. Verizon assumes no responsibility for change requests delayed by priority central office switch processor functions.
G.	Verizon reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
H.	Verizon reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by Verizon.

2.9.3 Application of Rates and Charges	
A.	CMAC rates are in addition to the rates and charges for the associated digital Centrex service, and for other associated services.