

Verizon New England Inc.

1. Exchange and Network Services

1.1 Product Guide Information and General Terms of Service

1.1.1 Returned Check				
ID	Service Category	Rate Element	Rate	USOC
	Returned Check or Draft	Per check or draft	30.00	

1.1.2 Customer Assistance Programs				
ID	Service Category	Rate Element	Discount	USOC
	Lifeline	Recurring reduction consisting of \$8.79 of state support, \$1.25 of Subscriber Line Charge Off Set and \$5.25 of additional federal support	15.29	
	Enhanced Lifeline	Additional Reduction Applied to the Basic Monthly Service Rate - Per month - Per primary residential connection - Note: The enhanced lifeline reduction is that amount combined with the Lifeline reduction so as to arrive at a basic monthly service rate of \$1.00.	See Note	

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1.1.3 Payment Plans				
ID	Service Category	Rate Element	Rate	USOC
	Transfer of Service	NRC	104.75	

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1.1 Product Guide Information and General Terms of Service

1.1.4 Market Trials				
ID	Service Category	Rate Element	Rate	USOC
	Basic, Enhanced and Premium Packages for Business	Basic Package – month-to-month – Monthly	40.00	
		Basic Package – two-year term – Monthly	35.00	
		Enhanced Package – month-to-month – Monthly	45.00	
		Enhanced Package – two-year term – Monthly	42.00	
		Premium Package – month-to-month – Monthly	45.00	
		Premium Package – two-year term – Monthly	42.00	
		Basic, Enhanced & Premium Packages – Additional Line Discount (Per additional line on the same account) – Monthly	5.00	
		Basic, Enhanced & Premium Packages – Installation Fee per month-to-month package line (As described in Part A, Section 1.9.6.A.)	50.00	
		Basic, Enhanced & Premium Packages – Enrollment Fee per order (As described in Part A., Section 1.9.6.B)	99.99	
		Early Termination Fee (As described in Part A., Section 1.9.5.A)	100.00	

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1.2 Construction and Interior Wiring

1.2.1 Construction				
ID	Service Category	Rate Element	Rate	USOC
	Private Property	Underground construction not requiring conduit - Credit - Each 150 feet or fraction	40.00	
		Underground construction requiring conduit - Credit - Each 150 feet or fraction	40.00	

1.2.2 Interior Wiring				
ID	Service Category	Rate Element	Rate	USOC
	Fire Retardant Cable	2 Pair - When used as network terminating wire - NRC - Each 25 feet or fraction thereof	15.52	TEWO2
		4 Pair - When used as network terminating wire - NRC - Each 25 feet or fraction thereof	29.10	TEWO4
		25 Pair - When used as network terminating wire - NRC - Each 25 feet or fraction thereof	124.15	TEW25

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1.3 Element, Premises Work and Other Service Charges

1.3.1 Element Charges				
ID	Service Category	Rate Element	Rate	USOC
	Element 1 - Service Ordering	Business - Establishing service or moving to another premises - NRC - Per request	57.00	
		Business - Other charges - NRC - Per request	44.71	
	Element 2 - Central Office Line Connection	Residence - NRC - Per central office line or trunk	13.50	
		Business - NRC - Per central office line or trunk	69.00	

1.3.2 Premise Work Charges				
ID	Service Category	Rate Element	Rate	USOC
	Premises Work	Residence - First 30 minutes or fraction thereof - Monday thru Friday, 8AM-8PM and Saturday 8AM-5PM	27.50	
		Business - First 30 minutes or fraction thereof - Monday thru Saturday, 8AM-5PM	27.50	
		Residence and Business - First 30 minutes or fraction thereof - Sunday and Monday thru Saturday, excluding 8AM-5PM	41.25	
		Residence and Business - First 30 minutes or fraction thereof - Holidays	55.00	
		Residence - Each additional 15 minutes or fraction thereof - Monday thru Friday, 8AM-8PM and Saturday 8AM-5PM	13.75	
		Business - Each additional 15 minutes or fraction thereof - Monday thru Saturday, 8AM-5PM	13.75	

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1.3 Element, Premises Work and Other Service Charges

1.3.2 Premise Work Charges				
ID	Service Category	Rate Element	Rate	USOC
	Premises Work	Residence and Business - Each additional 15 minutes or fraction thereof - Sunday and Monday thru Saturday, excluding 8AM-5PM	20.63	
		Residence and Business - Each additional 15 minutes or fraction thereof - Holidays	27.50	

1.3.3 Other Service Charges				
ID	Service Category	Rate Element	Rate	USOC
	Restoral of Service	Residence - Per each account	10.00	
		Business - Per each account	24.95	
	Temporary Suspension of Service	Residence - Reconnection of Service	10.00	
		Business - Reconnection of Service	33.95	
	Establishment of Signal Power Levels	NRC - Per line	20.37	SCO

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1.4 Connections of Customer Premises Equipment to the Telecommunications Network

1.4.1 Protection Equipment for Service to Power Stations - Effective May 1, 2008, Protection Equipment for Services to Power Stations as provided in this section, is available only for existing customers. Additions, rearrangements and moves of service are not permitted.				
ID	Service Category	Rate Element	Rate	USOC
	Neutralizing Transformer Suitable for Exchange and Private Line Services Requiring Direct Current Transmission	Single Channel Unit - Up to 4,000 volts - NRC - Per termination	133.85	PJX
		Single Channel Unit - Up to 4,000 volts - Monthly - Per termination	20.13	PJX
		Single Channel Unit - Over 4,000 volts - NRC - Per termination	133.85	PL7
		Single Channel Unit - Over 4,000 volts - Monthly - Per termination	33.46	PL7
		Multiple Channel Unit (maximum 25 channels) - Up to 9,000 volts - NRC - Per termination	32.98	U
		Multiple Channel Unit (maximum 25 channels) - Up to 9,000 volts - Monthly - Per termination	26.67	U
	Isolation Transformers Suitable for Private Line Services Requiring Alternating Current Transmission	Single Channel Units - Up to 9,000 volts - NRC - Per termination	32.98	PKX
		Single Channel Units - Up to 9,000 volts - Monthly - Per termination	7.76	PKX
	Mutual Drainage Reactors	NRC - Each	32.98	PU8
		Monthly - Each	4.03	PU8

1.4.2 Connecting Arrangements				
ID	Service Category	Rate Element	Rate	USOC
	Data Access	Arrangement for Manual Connection - NRC - Each	6.79	CDT
		Arrangement for Manual Connection - Monthly - Each	2.09	CDT
		Arrangement for unattended sending and receiving through a voltage-type control interface - NRC - Each	13.58	CBS

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1.4 Connections of Customer Premises Equipment to the Telecommunications Network

1.4.2 Connecting Arrangements				
ID	Service Category	Rate Element	Rate	USOC
	Data Access	Arrangement for unattended sending and receiving through a voltage-type control interface - Monthly - Each	6.21	CBS
		Arrangement for unattended sending and receiving through a contact closure-type interface - NRC - Each	13.58	CBT
		Arrangement for unattended sending and receiving through a contact closure-type interface - Monthly - Each	4.12	CBT
	Voice Manual Arrangement	Conditioned to accept customer provided supervisory signals - NRC - Per trunk line arranged	6.79	CDA
		Conditioned to accept customer provided supervisory signals - Monthly - Per trunk line arranged	2.86	CDA
		Not conditioned to accept customer provided supervisory signals - NRC - Per trunk line arranged	6.79	CD1
		Not conditioned to accept customer provided supervisory signals - Monthly - Per trunk line arranged	2.86	CD1
	Voice Automatic Arrangement	One-way inward only service to the attendant position - NRC - Per trunk line arranged	6.79	CD6
		One-way inward only service to the attendant position - Monthly - Per trunk line arranged	3.93	CD6
		One-way outward only service from the attendant position - NRC - Per trunk line arranged	6.79	CD7
		One-way outward only service from the attendant position - Monthly - Per trunk line arranged	4.12	CD7
		One-way outward only service from switching equipment - NRC - Per trunk line arranged	6.79	CD8

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1.4 Connections of Customer Premises Equipment to the Telecommunications Network

1.4.2 Connecting Arrangements				
ID	Service Category	Rate Element	Rate	USOC
	Voice Automatic Arrangement	One-way outward only service from switching equipment - Monthly - Per trunk line arranged	4.12	CD8
		One-way outward only service to the operator position of a Telco toll board - NRC - Per outward toll terminal	6.79	CET
		One-way outward only service to the operator position of a Telco toll board - Monthly - Per outward toll terminal	4.12	CET
		Two-way service, attendant position only - NRC - Per trunk line arranged	6.79	CD9
		Two-way service, attendant position only - Monthly - Per trunk line arranged	5.97	CD9
		Two-way service, attendant position and switching equipment (outward only service from switching equipment) - NRC - Per trunk line arranged	6.79	CDH
		Two-way service, attendant position and switching equipment (outward only service from switching equipment) - Monthly - Per trunk line arranged	5.97	CDH
		Arrangement to transfer up to four trunks to a like number of telephones, with immediate restoral - NRC - Per four trunk group arrangement	26.19	PFB
		Arrangement to transfer up to four trunks to a like number of telephones, with immediate restoral - Monthly - Per four trunk group arrangement	2.09	PFB
		Arrangement to transfer one trunk to one telephone, with delayed restoral - NRC - Per arrangement	20.37	PFC

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1.4 Connections of Customer Premises Equipment to the Telecommunications Network

1.4.2 Connecting Arrangements				
ID	Service Category	Rate Element	Rate	USOC
	Voice Automatic Arrangement	Arrangement to transfer one trunk to one telephone, with delayed restoral - Monthly - Per arrangement	1.50	PFC
		To an exchange line terminating in terminal equipment - NRC - Per line equipped	26.19	C2ACP
		To an exchange line terminating in terminal equipment - Monthly - Per line equipped	6.21	C2ACP
		To an exchange line terminating in terminal equipment - NRC - Per line equipped	26.19	STC
		To an exchange line terminating in terminal equipment - Monthly - Per line equipped	6.21	STC
		To an exchange line terminating in terminal equipment - NRC - Per line equipped	26.19	STP
		To an exchange line terminating in terminal equipment - Monthly - Per line equipped	5.97	STP
		To bridge to an exchange line terminating in a telephone - NRC - Per line equipped	26.19	C2AKS
		To bridge to an exchange line terminating in a telephone - Monthly - Per line equipped	6.21	C2AKS
		Multi-line terminating system to private line terminating at distant end in PBX or Centrex (dial or automatic signaling) - NRC - Per arrangement with Telco provided signaling equipment	6.79	CDQ++

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1.4 Connections of Customer Premises Equipment to the Telecommunications Network

1.4.2 Connecting Arrangements				
ID	Service Category	Rate Element	Rate	USOC
	Voice Automatic Arrangement	Multi-line terminating system to private line terminating at distant end in PBX or Centrex (dial or automatic signaling) - Monthly - Per arrangement with Telco provided signaling equipment	3.93	CDQ++
		Multi-line terminating system to private line terminating at distant end in PBX or Centrex (dial or automatic signaling) - NRC - Per arrangement with customer provided signaling equipment	6.79	C23++
		Multi-line terminating system to private line terminating at distant end in PBX or Centrex (dial or automatic signaling) - Monthly - Per arrangement with customer provided signaling equipment	3.93	C23++
		Alarm Coupler for one-way transmission - NRC	26.19	CAU
		Alarm Coupler for one-way transmission - Monthly	3.15	CAU
		Alarm Coupler for two-way transmission - NRC	26.19	SU6
		Alarm Coupler for two-way transmission - Monthly	3.15	SU6
		Alarm Coupler to transmit and receive supervisory tones - NRC	27.16	STS
		Alarm Coupler to transmit and receive supervisory tones - Monthly	7.03	STS
		Alarm Coupler for originate only or originate and answer - NRC	26.19	SU6AQ
		Alarm Coupler for originate only or originate and answer - Monthly	6.21	SU6AQ

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1.4 Connections of Customer Premises Equipment to the Telecommunications Network

1.4.2 Connecting Arrangements				
ID	Service Category	Rate Element	Rate	USOC
	Voice Automatic Arrangement	Arrangement to permit the connection of a rotary repertory dialer - NRC - Each	26.19	SU7
		Arrangement to permit the connection of a rotary repertory dialer - Monthly - Each	3.15	SU7
		Termination of customer provided tie lines with customer provided channel signaling in PBX or Centrex - NRC - Per PBX termination	41.71	C24
		Termination of customer provided tie lines with customer provided channel signaling in PBX or Centrex - Monthly - Per PBX termination	10.18	C24
		Termination of customer provided tie lines with customer provided channel signaling in PBX or Centrex - NRC - Per Centrex termination	51.41	C2H
		Termination of customer provided tie lines with customer provided channel signaling in PBX or Centrex - Monthly - Per Centrex termination	19.88	C2H
		To associate message registers - NRC - Per trunk line	6.79	CEK
		To associate message registers - Monthly - Per trunk line	2.57	CEK
	Special	Recorder Connector Equipment - With or without an automatic recorder tone device - NRC - Each	20.37	RCZ
		Recorder Connector Equipment - With or without an automatic recorder tone device - Monthly - Each	2.09	RCZ
		Recorder Connector Equipment - Jack for portable recorder connector equipment - NRC - Each	20.37	RCJ

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1.4 Connections of Customer Premises Equipment to the Telecommunications Network

1.4.2 Connecting Arrangements				
ID	Service Category	Rate Element	Rate	USOC
	Special	Recorder Connector Equipment- Portable jack box associated with portable recorder connector equipment, for use at cord switchboards - Monthly - Each	1.07	RCB
		Recorder Connector Equipment - Private line or central office lines (municipal fire/police, other emergency) Without an automatic recorder tone device - NRC - Each	20.37	CNW
		Recorder Connector Equipment - Private line or central office lines (municipal fire/police, other emergency) Without an automatic recorder tone device - Monthly - Each	1.07	CNW
		Recorder Connector Equipment - Use with exchange lines to record incoming messages without an automatic recorder tone device - Monthly - Each	1.07	RDQ
		Recorder Connector Equipment - Use with exchange lines to record incoming messages - Transfer relay and cut off arrangement - Monthly - Each	2.09	RCY
		Recorder Coupler Equipment - For the connection of unattended recording, reproducing and automatic answering and recording equipment with the facilities of the Telco - NRC - Each	26.19	RDL
		Recorder Coupler Equipment - For the connection of unattended recording, reproducing and automatic answering and recording equipment with the facilities of the Telco - Monthly - Each	4.12	RDL
		Voice Connecting-To connect answer only terminal equipment where two-way transmission is required - NRC - Per line equipped	26.19	RDM RDZR

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1.4 Connections of Customer Premises Equipment to the Telecommunications Network

1.4.2 Connecting Arrangements				
ID	Service Category	Rate Element	Rate	USOC
	Special	Voice Connecting-To connect answer only terminal equipment where two-way transmission is required - Monthly - Per line equipped	5.72	RDM RDZR
		Voice Connecting - To connect answer only terminal equipment where receive only transmission and automatic volume limiting are required - NRC - Per line equipped	26.19	RDY
		Voice Connecting - To connect answer only terminal equipment where receive only transmission and automatic volume limiting are required - Monthly - Per line equipped	6.69	RDY
		Voice Connecting - To connect answer only terminal equipment to provide for the connection of automatic answering devices to central office lines - NRC - Per line equipped	26.19	GTS
		Voice Connecting - To connect answer only terminal equipment to provide for the connection of automatic answering devices to central office lines - Monthly - Per line equipped	2.57	GTS

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1.5 Exchange Service

1.5.1 Basic Exchange Services				
ID	Service Category	Rate Element	Rate	USOC
	Dial Tone Line Exchange Rates	Residence - Monthly	12.70	
		Business – Month-to-Month - Monthly	75.00	(I)
		Business – 24-Month commitment – Monthly	65.00	(I)
	Local Message 128 LATA	Residence - Zone 1 exchanges - Per message	.01	
		Residence - Zone 2 exchanges - Per message	.01	
		Business - Zone 1 exchanges - Per message	0.143	
		Business - Zone 2 exchanges - Per message	0.143	
		Residence - Zone 1 exchanges - Per minute	.016	
		Business - Zone 1 exchanges - Per minute	.028	
		Residence - Zone 2 exchanges - Per minute	.016	
		Business - Zone 2 exchanges - Per minute	.028	
	Local Message - 413 LATA	Residence - Per message	.01	
		Business - Per message	0.143	
		Residence - Peak - Per minute	.016	
		Business - Peak - Per minute	.028	
		Residence - Off-peak - Per minute	.008	
		Business - Off-peak - Per minute	.028	
	Usage	Unlimited - Residence - 1 party	6.94	
		Unlimited - Business - 1 party	26.77	
		Trunk – Business	46.99	
	Announcement Lines	NRC	15.76	U
		Monthly	26.61	U

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1. Exchange and Network Services**1.5 Exchange Service**

1.5.1 Basic Exchange Services				
ID	Service Category	Rate Element	Rate	USOC
	Door Answering Service Lines (in exchanges where unlimited business service is not offered)	Monthly	29.93	

1.5.2 Reserved for Future Use				
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1.5.3 Reserved for Future Use				
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1.5.4 Other Adjunct Services				
ID	Service Category	Rate Element	Rate	USOC
	Joint User Service	Measured Service - Each joint user	1.81	JUM
		Unlimited Service - % of the monthly rate for one 1 party line, or for 1 PBX trunk line- Each joint user	33 1/3%	

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1. Exchange and Network Services**1.5 Exchange Service**

1.5.5 Dormitory Communications Service				
ID	Service Category	Rate Element	Rate	USOC
	DCS	Option 1 - Note: Same rate as that for similar 1 party residence main telephone exchange service less .10	See Note	U
		Option 2 - Note: Same rate as that for similar 1 party main telephone exchange service	See Note	U

1.5.6 Directory Listing Service				
ID	Service Category	Rate Element	Rate	USOC
	Additional Listing	Residence Service - Each	4.25	U
		Business Service - Each	4.95	U
	Nonpublished Service	Per line	0.00	NPU (R)
	Nondirectory Listed Service	Per listing	0.00	LVO (R)

1.5.7 Directory Assistance Service				
ID	Service Category	Rate Element	Rate	USOC
	Directory Assistance Service	Directly dialed directory assistance calls for listings within a customer's LATA in excess of the call allowance - Each	2.75	
		Directly dialed directory assistance calls for Massachusetts listings outside a customer's LATA in excess of the call allowance - Each	2.75	
		Call to directory assistance via a local or MTS operator, in excess of the call allowance - Each	2.75	

1.5.8 Operator Call Completion Service				
ID	Service Category	Rate Element	Rate	USOC
	Operator Call Completion	Per each call dialed and completed	.35	

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1. Exchange and Network Services**1.5 Exchange Service****1.5.9 Reserved for Future Use****1.5.10 Reserved for Future Use**

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1.5.11 Reserved for Future Use**1.5.12 Optional Bypass of the Automated Directory Assistance (SSDAS)**

ID	Service Category	Rate Element	Rate	USOC
	Optional Bypass of the Automated Directory Assistance (SSDAS)	Optional Bypass of the Automated Directory Assistance – Per Selection	\$0.25	

Effective: May 1, 2015

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1.6 Local Calling Areas and Other Exchange Services

1.6.1 Other Exchange Services				
ID	Service Category	Rate Element	Rate	USOC
	Circle Calling Service	Usage - Monthly - All exchanges	18.50	
	Expanded Community Calling Service	Business - Initial two hours of calling - Per line	2.38	
		617/508 LATA - Each additional minute or fraction of a minute of overtime usage	.038	
		413 LATA - Each additional minute of overtime usage	.038	
	Suburban Service	Usage - Residence 1 party service - Monthly	8.13	
	Metropolitan Service	Usage - All Exchanges - Monthly	13.75	
	Bay State East Service	Initial one hour	3.00	
		Each additional minute or fraction	.04	
	Call Around 413 Plus Service	1 Party Line Service - Monthly	18.36	
	Eastern LATA Unlimited Calling Plan	1 Party Line Service - Monthly	40.60	

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1.7 Auxiliary Exchange Services

1.7.1 Custom Calling Services				
ID	Service Category	Rate Element	Rate	USOC
	Call Waiting	Residence - Monthly - Each line equipped	13.50	ESX
		Business - Monthly - Each line equipped	20.50	ESX (I)
	Call Forwarding	Residence - Monthly - Each line equipped	12.99	ESM
		Business - Monthly - Each line equipped	20.00	ESM (I)
	Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer (See Note) Note: Effective June 16, 2012, Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain these services at existing locations.	Busy Line - Residence - Monthly - Each line equipped	5.50	U
		Busy Line – Business* - Monthly - Each line equipped	9.00	U
		Don't Answer - Residence - Monthly - Each line equipped	5.50	U
		Don't Answer – Business* - Monthly - Each line equipped	14.50	U (I)
		Busy Line/Don't Answer - Residence - Monthly - Each line equipped	6.00	U
		Busy Line/Don't Answer - Business - Monthly - Each line equipped	14.50	U (I)
	Three-Way Calling	Residence - Monthly - Each line equipped	12.00	ESC
		Business - Monthly - Each line equipped	15.50	ESC (I)
	Usage Three-Way Calling.	Usage Three-Way Calling - Residence - Per activation charge	.75	U
		Usage Three-Way Calling - Business - Per activation charge	2.00	
		Residence - Monthly capped amount applicable to per activation charges for Usage Three-Way Calling	9.00	U
		Business - Monthly capped amount applicable to per activation charges for Usage Three-Way Calling	7.50	U

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

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1.7 Auxiliary Exchange Services

1.7.1 Custom Calling Services				
ID	Service Category	Rate Element	Rate	USOC
	Speed Dialing - 8 Code (See Note)	Residence - Monthly - Each line equipped	12.99	E8C
	Note: Effective June 16, 2012, Speed Dialing - 8 Code is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.	Business - Monthly - Each line equipped	7.70	E8C
	Speed Dialing - 30 Code (See Note)	Residence - Monthly - Each line equipped	10.00	E3D
	Note: Effective June 16, 2012, Speed Dialing - 30 Code is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.	Business - Monthly - Each line equipped	9.00	E3D
	Custom Calling Package Discount	Residence discount applicable to each service excluding the first one	.50	U
		Business discount applicable to each service excluding the first one	1.22	U

1.7.2 Touch Tone Calling Service				
ID	Service Category	Rate Element	Rate	USOC
	Centrex Service	Type I, II and Custom - Monthly - Per Centrex main line arranged	.54	7TT
	Change	Change to touch tone after conversion period - NRC	3.49	

1.7.3 Remote Call Forwarding - 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				
ID	Service Category	Rate Element	Rate	USOC
	Remote Call Forwarding	Monthly - Business	53.00	U
		Monthly - Residence	16.97	

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1.7 Auxiliary Exchange Services

1.7.4 Special Reversed Charge Toll Service				
ID	Service Category	Rate Element	Rate	USOC
	Special Reversed Charge Toll Service	Monthly - Each exchange arranged	6.79	U
		NRC - Each exchange arranged	15.76	U

1.7.5 Stop Hunt Arrangement				
ID	Service Category	Rate Element	Rate	USOC
	Stop Hunt Arrangement	Monthly - Per each arrangement	5.29	P89

1.7.6 Make Busy Arrangement				
ID	Service Category	Rate Element	Rate	USOC
	Make Busy Arrangement	Monthly - Per each arrangement	5.29	PHV

1.7.7 Signal Line Filter				
ID	Service Category	Rate Element	Rate	USOC
	Signal Line Filter	Monthly - Per each arrangement	5.97	SGV
		NRC - Per each arrangement	32.98	SGV

1.7.8 Curb A Charge - 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.				
ID	Service Category	Rate Element	Rate	USOC
	Originating Number Screening	Operator Screening - Monthly - Per line equipped	.97	DHL
		Direct Dialed Screening - Monthly - Per line equipped	.97	DH2
	Terminating Number Screening	Options A, B or C - Residence and/or Business - NRC - Per line equipped, each	.00	
		Option A - PBX trunk lines - NRC - Per system per request, per 100 numbers equipped or fraction thereof	50.00	

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1.7 Auxiliary Exchange Services

1.7.8 Curb A Charge - 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.

ID	Service Category	Rate Element	Rate	USOC
	Terminating Number Screening	Option B - PBX trunk lines - NRC - Per system per request, per 100 numbers equipped or fraction thereof	50.00	
		Option C - PBX trunk lines - NRC - Per system per request, per 100 numbers equipped or fraction thereof	50.00	

1.7.9 Intellidial Calling Service

ID	Service Category	Rate Element	Rate	USOC
	Intellidial Vintage I Basic Package - Business	OPP month-to-month - Per each line equipped	20.00	MVP
		OPP 36 months - Per each line equipped	7.00	MVP
		OPP 60 months - Per each line equipped	6.00	MVP
		Optional Feature Package 1 - OPP month-to-month - Per each line equipped	20.00	MVP01
		Optional Feature Package 2 - OPP month-to-month - Per each line equipped	20.00	MVP02
		Optional Feature Package 3 - OPP month-to-month - Per each line equipped	20.00	MVP11

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1.7 Auxiliary Exchange Services

1.7.9 Intellidial Calling Service				
ID	Service Category	Rate Element	Rate	USOC
	Intellidial Vintage I Basic Package - Business	Optional Feature Package 4 - OPP month-to-month - Per each line equipped	22.00	MVP14
		Optional Feature Package 1 - OPP 36 months - Per each line equipped	10.50	MVP01
		Optional Feature Package 2 - OPP 36 months - Per each line equipped	10.50	MVP02
		Optional Feature Package 3 - OPP 36 months - Per each line equipped	12.00	MVP11
		Optional Feature Package 4 - OPP 36 months - Per each line equipped	12.00	MVP14
		Optional Feature Package 1 - OPP 60 months - Per each line equipped	9.00	MVP01
		Optional Feature Package 2 - OPP 60 months - Per each line equipped	9.00	MVP02
		Optional Feature Package 3 - OPP 60 months - Per each line equipped	10.50	MVP11
		Optional Feature Package 4 - OPP 60 months - Per each line equipped	10.50	MVP14

1.7.10 Reserved for Future Use				

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Verizon New England Inc.

1. Exchange and Network Services

1.7 Auxiliary Exchange Services

1.7.10 Reserved for Future Use

1.7.11 Extended Basic Referral

ID	Service Category	Rate Element	Rate	USOC
	Extended Basic Referral	Service Establishment - NRC	150.00	U
		Monthly - Per telephone number equipped	10.00	U

1.7.12 Simplified Message Desk Interface (SMDI)

ID	Service Category	Rate Element	Rate	USOC
	SMDI	Feature Establishment - NRC	1,500.00	
		Central Office Automatic Message Line Equipment - Monthly - Per link	345.00	
	ISVM Optional Enhancement	NRC – Each	2,000.00	
		Monthly – Each	3,000.00	

1.7.13 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.

ID	Service Category	Rate Element	Rate	USOC
	Service Package 1	Residence - Monthly	11.99	DRS1X
		Business - Monthly	13.50	DRS1X
	Service Package 2	Residence - Monthly	10.00	DRS2X
		Business - Monthly	11.50	DRS2X

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Effective: November 1, 2017

Verizon New England Inc.

1. Exchange and Network Services

1.7 Auxiliary Exchange Services

1.7.14 Phonesmart Service - Effective June 16, 2012, the following PHONESMART® services are no longer available to residential customers: Busy Redial (monthly subscription), Caller ID Number Only, *69 (monthly subscription), and Call Intercept*. Existing residential customers as of June 16, 2012, may retain the service(s) at existing locations. (N)

Effective August 21, 2016, Caller ID - Number Only service is no longer available to business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and move of services are not permitted.

ID	Service Category	Rate Element	Rate	USOC
	Phonesmart	Residence - Anonymous Call Rejection - Monthly - Each line equipped	7.00	AYK
		Business - Anonymous Call Rejection - Monthly - Each line equipped	5.00	
		Residence - *69 - Monthly - Each line equipped	12.00	NSS
		Business - *69 - Monthly - Each line equipped	6.75	NSS
		Residence - *69 - Per activation charge	.75	
		Business - *69 - Per activation charge	2.00	
		Business - Blocking Service that prevent the use of *69 - Monthly	.75	
		Residence - Call Trace - Per activation charge, each activation	4.00	NST
		Business - Call Trace - Per activation charge, each activation	2.00	NST
		Business - Blocking Service that prevent the use of Call Trace - Monthly	.50	
		Residence - Caller ID - Number Only - Monthly - Each line equipped	10.00	NSD
		Business - Caller ID - Number Only - Monthly - Each line equipped	15.50	NSD
		Residence - Caller ID - Monthly - Each line equipped	14.95	NNK
		Business - Caller ID - Monthly - Each line equipped	19.50	NNK
		Business - Call Waiting ID Deluxe - Number Only - Monthly - Each line equipped	9.50	NWL

* 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

Verizon New England Inc.

1. Exchange and Network Services

1.7 Auxiliary Exchange Services

1.7.14 Phonesmart Service - Effective June 16, 2012, the following PHONESMART® services are no longer available to residential customers: Busy Redial (monthly subscription), Caller ID Number Only, *69 (monthly subscription), and Call Intercept*. Existing residential customers as of June 16, 2012, may retain the service(s) at existing locations.

Effective August 21, 2016, Call Waiting ID Deluxe service is no longer available to business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and move of services are not permitted.

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ID	Service Category	Rate Element	Rate	USOC
		Business - Call Waiting ID Deluxe - Monthly - Each line equipped	11.50	NNW
		Business - Call Waiting ID - Monthly - Each line equipped	9.50	NWT
		Residence - Call Waiting ID With Name - Monthly - Each line equipped	14.99	N7PXA
		Business - Call Waiting ID With Name - Monthly - Each line equipped	14.50	N7PXA
		Residence - Busy Redial - Monthly - Each line equipped	11.75	NSQ
		Business - Busy Redial - Monthly - Each line equipped	6.00	NSQ
		Residence - Busy Redial - Per activation charge	.75	
		Business - Busy Redial - Per activation charge	2.00	
		Business - Blocking Service that prevent the use of Busy Redial - Monthly	.75	
		Residence - Busy Redial and *69 - Monthly - Each line equipped	12.50	NSP
		Business - Busy Redial and *69 - Monthly - Each line equipped	8.75	NSP
		Residence - Monthly capped amount applicable to per activation charges for *69 and Busy Redial	9.00	U
		Business - Monthly capped amount applicable to per activation charges for *69 and Busy Redial	9.00	U

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

(N)
(N)

Effective: August 9, 2023

Verizon New England Inc.

1. Exchange and Network Services

1.7 Auxiliary Exchange Services

1.7.15 Reserved for Future Use

1.7.16 Ultra Forward

ID	Service Category	Rate Element	Rate	USOC	
	Ultra Forward	Business - 1-20 Telephone Numbers - Each number	5.50		(I)
		Residence - 1-20 Telephone Numbers - Each number	6.00		
		Business - 21-40 Telephone Numbers - Each number	5.50		(I)
		Residence - 21-40 Telephone Numbers - Each number	6.00		
		Business - 41+ Telephone Numbers - Each number	5.50		(I)
		Residence - 41+ Telephone Numbers - Each number	6.00		

1.7.17 Custom Redirect Service

ID	Service Category	Rate Element	Rate	USOC
	NRCs	Service Establishment (Per Service Order or Account)	500.00	
		Per equipped number	2.35	
		Password Initialization – Per Occasion	50.00	

Verizon New England Inc.

1. Exchange and Network Services

1.7 Auxiliary Exchange Services

1.7.17 Custom Redirect Service				
ID	Service Category	Rate Element	Rate	USOC
	NRCs	Rearrangement or Change – Per Occasion	250.00	
		Rearrangement or Change – Per Number	2.35	
	Equipped Number	Monthly – 1 through 50 lines – Per equipped number	2.50	
		Monthly – 51 through 100 lines – Per equipped number	2.35	
		Monthly – 101 through 500 lines – Per equipped number	2.00	
		Monthly – 501 through 1,000 lines – Per equipped number	1.50	
		Monthly – Over 1000 lines – Per equipped number	1.10	
		Monthly – Five year contract – Minimum 500 lines – Per equipped number	1.10	
	Group Charges (Average Monthly Query Volume)	NRC	50.00	
		Monthly - 1 to 1,000 queries – Per group	25.00	
		Monthly - 1,001 to 10,000 queries – Per group	80.00	
		Monthly - 10,001 to 25,000 queries – Per group	150.00	
		Monthly - 25,001 to 50,000 queries – Per group	280.00	
		Monthly - 50,001 to 75,000 queries – Per group	425.00	
		Monthly - 75,001 to 100,000 queries – Per group	550.00	
		Monthly - 100,001 to 250,000 queries - Per group	1,300.00	

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services**1.7 Auxiliary Exchange Services**

1.7.17 Custom Redirect Service				
ID	Service Category	Rate Element	Rate	USOC
	Group Charges (Average Monthly Query Volume)	Monthly – 250,001 to 500,000 queries - Per group	2,500.00	
		Monthly - 500,001 to 750,000 queries - Per group	3,600.00	
		Monthly - 750,001 to 1,000,000 queries - Per group	4,500.00	
		Monthly - 1,000,001 queries and over - Per group – Note: Other Group Rates will be combined for a monthly rate.	See Note	
	Redirecting Telephone Number	NRC - Per Number	5.00	
		Monthly - Per Number	1.00	
	Optional Features	NRC - Additional Options 4 th – 9 th options – Per option	200.00	
		Monthly - Additional Options 4 th – 9 th options – Per option	25.00	
		NRC – Time-of-Day, Day-of-Week Redirection	100.00	
		Monthly – Time-of-Day, Day-of-Week Redirection	25.00	
		NRC – Percentage Redirection	100.00	
		Monthly – Percentage Redirection	25.00	
		NRC – Number Identification Redirecting (includes first 100 numbers)	500.00	
		Monthly – Number Identification Redirecting (includes first 100 numbers)	50.00	
		NRC – Number Identification Redirecting – Per 100 Numbers after initial 100 numbers	100.00	

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services**1.7 Auxiliary Exchange Services**

1.7.17 Custom Redirect Service				
ID	Service Category	Rate Element	Rate	USOC
	Optional Features	Monthly – Number Identification Redirecting – Per 100 Numbers after initial 100 numbers	10.00	
		Single Number Destination – NRC – Per group	50.00	
		Single Number Destination – Monthly – Per group	10.00	
		Custom Applications - NRC - Each	200.00	
		Custom Applications - Monthly - Each	25.00	
	Enhanced Features	SuperGroups – NRC – Per SuperGroup	50.00	
		SuperGroups – Monthly – Per SuperGroup	1.00	
		Alternate Central Office Trigger – NRC – Per Trigger per Switch	500.00	
		Alternate Central Office Trigger – Monthly – Per Trigger per Switch	1.00	
	Custom Transaction	Note: Rate and charges to be developed on an individual case basis.	See Note	

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services
1.8 Reserved For Future

Verizon New England Inc.

1. Exchange and Network Services

1.9 Message Telecommunications Service (MTS)

1.9.1 Message Telecommunications Service				
ID	Service Category	Rate Element	Rate	USOC
	Schedule 1	Initial Period - Day - 0-10 airline miles	.19	
		Initial Period - Evening - 0-10 airline miles	.124	
		Initial Period - Night/Weekend - 0-10 airline miles	.076	
		Initial Period - Day - 11 and up airline miles	.26	
		Initial Period - Evening - 11 and up airline miles	.169	
		Initial Period - Night/Weekend - 11 and up airline miles	.104	
		Overtime Period - Day - 0-10 airline miles	.09	
		Overtime Period - Evening - 0-10 airline miles	.059	
		Overtime Period - Night/Weekend - 0-10 airline miles	.036	
		Overtime Period - Day - 11 and up airline miles	.12	
		Overtime Period - Evening - 11 and up airline miles	.078	
		Overtime Period - Night/Weekend - 11 and up airline miles	.048	
	Schedule 2			

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Verizon New England Inc.

1. Exchange and Network Services

1.9 Message Telecommunications Service (MTS)

1.9.1 Message Telecommunications Service				
ID	Service Category	Rate Element	Rate	USOC
	Schedule 2	Initial Period - Night/Weekend - 11-14 airline miles	.054	
		Initial Period - Day - 15 and up airline miles	.27	
		Initial Period - Evening - 15 and up airline miles	.158	
		Initial Period - Night/Weekend - 15 and up airline miles	.078	
		Overtime Period - Day - 0-10 airline miles	.06	
		Overtime Period - Evening - 0-10 airline miles	.055	
		Overtime Period - Night/Weekend - 0-10 airline miles	.036	
		Overtime Period - Day - 11-14 airline miles	.09	
		Overtime Period - Evening - 11-14 airline miles	.055	
		Overtime Period - Night/Weekend - 11-14 airline miles	.036	
		Overtime Period - Day - 15 and up airline miles	.11	
		Overtime Period - Evening - 15 and up airline miles	.061	
		Overtime Period - Night/Weekend - 15 and up airline miles	.036	
	Schedule 3	Per message	.02	(I)
		Day - Per minute	0.100	(I)
		Evening - Per minute	0.100	(I)
		Night/Weekend - Per minute	0.100	(I)

Verizon New England Inc.

1. Exchange and Network Services

1.9 Message Telecommunications Service (MTS)

1.9.1 Message Telecommunications Service				
ID	Service Category	Rate Element	Rate	USOC
	Schedule 4	Per message	.01	
		Peak - Per minute	.19	
		Off-peak - Per minute	.13	
	Schedule 5	Per message	.01	
		Day - Per minute	.24	
		Evening - Per minute	.19	
		Night/Weekend - Per minute	.13	
	Schedule 6	Per message	.02	(I)
		Peak - Per minute	0.100	(I)
		Off-peak - Per minute	0.100	(I)
	Schedule 7	Per message	.01	
		Peak - Per minute	.055	
		Off-peak - Per minute	.036	
	Incremental Charges	Customer Dialed - Coin Paid Station-to-Station	.44	

Effective: September 1, 2018

Verizon New England Inc.

1. Exchange and Network Services

1.9 Message Telecommunications Service (MTS)

1.9.1 Message Telecommunications Service				
ID	Service Category	Rate Element	Rate	USOC
	Incremental Charges	Operator Dialed - Coin Paid Station-to-Station	1.05	
		Operator Dialed - Station-to-Station	3.75	

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1.9.2 Message Telecommunications Service for Disabled Persons				
ID	Service Category	Rate Element	Rate	USOC
	413 LATA	Peak - Per message, each	.01	
		Off-peak - Per message, each	.01	
		Peak - Per minute	.0990	
		Off-peak - Per minute	.0675	

1.9.3 Reserved for Future Use				
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1.9.4 Reserved for Future Use				
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1.9.5 Reserved for Future Use				
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1.9.6 Reserved for Future Use				
ID	Service Category	Rate Element	Rate	USOC

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Verizon New England Inc.

1. Exchange and Network Services

1.10 Message Telecommunications Service (MTS) Optional Toll Calling Plans

1.10.1 Reserved for Future Use

1.10.2 Reserved for Future Use

1.10.3 Measured Circle Calling

ID	Service Category	Rate Element	Rate	USOC
	Measured Circle Calling Service	Initial One Hour - Monthly	3.00	
		Each additional minute or fraction - Message time in excess of allowance	.05	

1.10.4 Business Link - Effective October 1, 2011, Business Link Service is not available to new customers. Additions to this service are permitted at existing customer locations only.

ID	Service Category	Rate Element	Rate	USOC
	Volume Discounts	Tier 1 - Total qualifying monthly usage between \$10.00 to \$50.00	5%	
		Tier 2 - Total qualifying monthly usage between \$50.01 to \$500.00	10%	
		Tier 3 - Total qualifying monthly usage between \$500.01 to \$1000.00	20%	
		Tier 4 - Total qualifying monthly usage over \$1000	25%	
	Bonus Credit	Ten Bonus Credits per dollar of discounted qualifying usage Note: No more than 10,000 Bonus Credits may be earned in any given month.	.01	

Verizon New England Inc.

1. Exchange and Network Services
1.10 Message Telecommunications Service (MTS) Optional Toll Calling Plans

1.10.5	Reserved for Future Use
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1.10.6 Sensible Minute Plan				
ID	Service Category	Rate Element	Rate	USOC
	Sensible Minute Plan	Per minute or fraction thereof	.11	OFRXX
		Monthly - Per line equipped	9.00	

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1.10.7	Verizon Five Cent PlanSM - Effective June 16, 2012, the Verizon Five Cent Plan is limited to existing residential customers of record at existing locations.			
ID	Service Category	Rate Element	Rate	USOC
	Verizon Five Cent Plan SM	Per minute or fraction thereof	.05	OFFM1

Verizon New England Inc.

1. Exchange and Network Services**1.11 Toll Free Services****1.11.1 Reserved For Future Use**

1.11.2 Toll-Free Service - Effective November 20, 2012, Toll-Free Service is available only for existing customers. Additions, rearrangements, partial disconnects and moves of service are not permitted.

ID	Service Category	Rate Element	Rate	USOC
	Service Charge	Monthly - Per Toll-Free number	5.00	
		Call Detail - Monthly - Per routing arrangement	5.00	
	Usage	Per hour of use	6.00	
	Discount	When total amount monthly bill for Toll-Free is more than \$60.00	10%	

1.11.3 Toll Free Call Management Features - Effective November 20, 2012, Toll-Free Call Management Features are available only for existing customers. Additions, rearrangements, partial disconnects and moves of service are not permitted

ID	Service Category	Rate Element	Rate	USOC
	Alternate Call Routing	Routing Establishment - NRC - Per 800 number	35.00	8HD
		Routing Change - NRC - Per request	26.00	REAFN
	Emergency Update	NRC - Per occurrence	33.00	8EM1X
	Call Data Reports	Summary Report - NRC - Per report	60.00	8RD CD
		Raw Data Report - NRC - Per report	60.00	8RD RD

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services

1.12 Other Services

1.12.1 Reserved for Future Use					(T)
					(D)
					(D)

1.12.2 Reserved for Future Use	
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Effective: April 17, 2018

1.	Exchange and Network Services
1.12	Other Services

Effective: May 1, 2015

Verizon New England Inc.

1. Exchange and Network Services
1.12 Other Services

1.12.2 Reserved for Future Use					(C)
					(D)
					(D)

1.12.3 Reserved for Future Use					(C)
					(D)
					(D)

Effective: May 1, 2015

1.	Exchange and Network Services
1.12	Other Services

Effective: May 1, 2015

1. Exchange and Network Services
1.12 Other Services

Effective: May 1, 2015

1. Exchange and Network Services
1.12 Other Services

Effective: May 1, 2015

1.	Exchange and Network Services
1.12	Other Services

Effective: May 1, 2015

1. Exchange and Network Services

1.12 Other Services

Effective: May 1, 2015

1. Exchange and Network Services
1.12 Other Services

Effective: May 1, 2015

1. Exchange and Network Services
1.12 Other Services

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1. Exchange and Network Services

1.12 Other Services

Effective: May 1, 2015

Verizon New England Inc.

1. Exchange and Network Services
1.12 Other Services

1.12.3 Reserved for Future Use					(C)
					(D)
					(D)

1.	Exchange and Network Services
1.12	Other Services

Effective: May 1, 2015

Verizon New England Inc.

1. Exchange and Network Services

1.12 Other Services

1.12.3 Reserved for Future Use					(C) (D)
ID	Service Category	Rate Element	Rate	USOC	

1.12.4 Direct Inward Dialing Service				
ID	Service Category	Rate Element	Rate	USOC
	DID	Per trunk equipped - NRC - Each	13.82	U
		Per trunk equipped - Monthly - Each	15.00	NDT
		Per 100 Number Group (or fraction thereof) - Monthly	1.06	ND8

1.12.5 Automatic Identification of Outward Dialing Service for Private Branch Exchange Systems				
ID	Service Category	Rate Element	Rate	USOC
	Service Establishment	One Time Charge - Per PBX trunk group equipped for AIOD	193.99	
	AIOD	NRC - Per PBX trunk line equipped	23.28	NDQ
		Monthly - Per PBX trunk line equipped	19.40	NDQ

Effective: May 1, 2015

Verizon New England Inc.

1. Exchange and Network Services

1.12 Other Services

1.12.6 Toll Access Trunk Lines for Private Branch Exchange Systems				
ID	Service Category	Rate Element	Rate	USOC
	Toll Access Trunk Line	Monthly - Each	10.67	T86
	Excess Toll Access Trunk Line	Monthly - Each	46.07	T87
	Arrangement	For toll access trunk lines to operate with a call rating system - NRC - Per central office, per customer	166.83	T60
		For toll access trunk lines to operate with a call rating system - Monthly - Per central office, per customer	9.46	T60

1.12.7 Toll Diversion Trunk Lines for Private Branch Exchange Systems				
ID	Service Category	Rate Element	Rate	USOC
	Toll Diversion Trunk Line	NRC - Per trunk equipped	15.76	TD7
		Monthly - Per trunk equipped	7.03	TD7
		Maximum Charge - NRC - For all trunks equipped at one time	133.85	TD7

1.12.8 Arrangements for Toll Billing Information for Private Branch Exchange Systems				
ID	Service Category	Rate Element	Rate	USOC
	Arrangements for Toll Billing Information	Monthly - Each group of 20 code numbers	2.67	BLN
		Minimum Monthly Charge - Per system	26.67	

1.12.9 Special Central Office Terminal Equipment for Private Branch Exchange Systems				
ID	Service Category	Rate Element	Rate	USOC
	Equipment for Night, Sunday and Holiday Service	Monthly - Each trunk line equipped	1.99	NCB

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services**1.12 Other Services**

1.12.10 Message Registration for Private Branch Exchange Systems				
ID	Service Category	Rate Element	Rate	USOC
	Common Equipment - Central Office	NRC - Each group of 20 trunks - First ten trunks	329.78	MRS
		NRC - Each group of 20 trunks - Second ten trunks	133.85	MRX

1.12.11 Secretarial Concentrator Identifier Service				
ID	Service Category	Rate Element	Rate	USOC
	Concentrator Equipment	100 Line Capacity - Maximum termination liability - Each	1,645.00	SNU
		100 Line Capacity - Monthly - Each	101.84	SNU
	Identifier Equipment	100 Line Capacity - Maximum termination liability - Each	705.00	SNV
		100 Line Capacity - Monthly - Each	43.65	SNV
		All Trunks Busy Lamp, Including Relay - Monthly - Each	1.99	STD
		All Trunks Busy Register - Monthly - Each	1.99	STB

1.12.12 Secretarial Concentrator Service Bridging Connections				
ID	Service Category	Rate Element	Rate	USOC
	Secretarial Concentrator Service Bridging Connections	Main Telephone Exchange - PBX trunk or Student Centrex service lines - NRC - Each	19.40	ST2
		Main Telephone Exchange - PBX trunk or Student Centrex service lines - Monthly - Each	7.66	ST2
		Centrex Service Lines - NRC - Each	19.40	C09
		Centrex Service Lines - Monthly - Each	11.15	C09

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services

1.12 Other Services

1.12.13 Secretarial Concentrator–Electronic Concentrator Equipment				
ID	Service Category	Rate Element	Rate	USOC
	Master Concentrator	NRC	6,013.63	HXJ
		Monthly - Tier A - 36 months	320.00	HXJ
		Monthly - Tier A - 60 months	205.00	HXJ
		Monthly - Tier A - 84 months	160.00	HXJ
		Monthly - Tier B	218.24	HXJ
		Monthly - Companion rates	436.47	HXJ
	Slave Concentrator (maximum of 2)	NRC - Each	2,133.87	HXN
		Monthly - Tier A - 36 months - Each	80.00	HXN
		Monthly - Tier A - 60 months - Each	52.00	HXN
		Monthly - Tier A - 84 months - Each	40.00	HXN
		Monthly - Tier B - Each	71.78	HXN
		Monthly - Companion rates - Each	116.39	HXN
	Concentrator Line Card	NRC - Per 32 dialed lines	45.59	HXL
		Monthly - Tier A - 36 months - Per 32 dialed lines	42.00	HXL
		Monthly - Tier A - 60 months - Per 32 dialed lines	27.00	HXL
		Monthly - Tier A - 84 months - Per 32 dialed lines	21.00	HXL
		Monthly - Tier B - Per 32 dialed lines	22.55	HXL
		Monthly - Companion rates - Per 32 dialed lines	44.62	HXL
	One Time Charges	Per central office for adding electronic concentrator equipment to a central office	495.64	
		For each slave concentrator added	1,163.93	
		For each concentrator line card added	209.51	

Effective: January 1, 2015

Verizon New York Inc.

1. Exchange and Network Services

1.12 Other Services

1.12.14 Secretarial Concentrator–Central Office Concentrator Service				
ID	Service Category	Rate Element	Rate	USOC
	Equipment Addition	System Charge - One time charge - Each occasion	533.47	
		Unit Charge - Client Line Control - One time charge - Each	58.20	
		Unit Charge - Concentrator Line Card - One time charge - Each	242.49	
		Unit Charge - Slave Concentrator - One time charge - Each	1,357.92	
	Master Concentrator	Provides up to 256 client line terminations and 16 outgoing trunks - NRC - Each	7,468.55	ERC
		Provides up to 256 client line terminations and 16 outgoing trunks - Month-to-month - Monthly - Each	809.90	ERC
		Provides up to 256 client line terminations and 16 outgoing trunks - 48 months - Monthly - Each	695.00	ERC
		Provides up to 256 client line terminations and 16 outgoing trunks - 72 months - Monthly - Each	605.00	ERC
	Slave Concentrator	Provides up to 256 additional client line terminations (maximum of 2) NRC - Each	2,138.72	ECV
		Provides up to 256 additional client line terminations (maximum of 2) - Month-to-month - Monthly - Each	247.33	ECV
		Provides up to 256 additional client line terminations (maximum of 2) - 48 months - Monthly - Each	215.00	ECV
		Provides up to 256 additional client line terminations (maximum of 2) - 72 months - Monthly - Each	190.00	ECV
	Concentrator Line Card	Up to 32 client line terminations - NRC - Each	46.56	EC2
		Up to 32 client line terminations - Month-to-month - Monthly - Each	80.51	EC2

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services**1.12 Other Services**

1.12.14 Secretarial Concentrator–Central Office Concentrator Service				
ID	Service Category	Rate Element	Rate	USOC
	Concentrator Line Card	Up to 32 client line terminations - 48 months - Monthly - Each	69.00	EC2
		Up to 32 client line terminations - 72 months - Monthly - Each	60.00	EC2
	Client Line Control	Up to 25 client line terminations - NRC - Each	145.49	EC7
		Up to 25 client line terminations - Month-to-month - Monthly - Each	37.83	EC7
		Up to 25 client line terminations - 48 months - Monthly - Each	33.00	EC7
		Up to 25 client line terminations - 72 months - Monthly - Each	29.00	EC7
	Transfer of Service	NRC	96.99	
	Conversion Charge	Convert Autotas I concentrator to central office concentrator service	5,043.69	

1.12.15 Service Through Miscellaneous Common Carriers				
ID	Service Category	Rate Element	Rate	USOC
	Unlimited Interconnected Service	Monthly - Per mobile unit	2.04	

1.12.16 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)–Type A				
ID	Service Category	Rate Element	Rate	USOC
	Service Establishment	One Time Charge - Per system	751.70	
	Basic Common Equipment	NRC - Per system	1,454.91	A8A
		Monthly - Per system	34.43	A8A
		Monthly - Per additional queue slot	2.09	A83RA

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services

1.12 Other Services

1.12.16 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)–Type A				
ID	Service Category	Rate Element	Rate	USOC
	Central Office Termination	One queue slot per two stations is provided - NRC - Per station	8.49	A82
		One queue slot per two stations is provided - Monthly - Per station	8.97	A82
	Make Busy Arrangements	NRC - Per station	41.71	A6G
		Monthly - Per station	3.44	A6G
		NRC - Per group of stations	41.71	A9A
		Monthly - Per group of stations	3.44	A9A
	Call Waiting Indication	NRC - Per unique timing state to be indicated	51.41	A66CE
		Monthly - Per unique timing state to be indicated	5.48	A66CE
	Delay Announcements	NRC – Per announcement	35.89	A8GCE
		Monthly – Per announcement	119.30	A8GCE
		NRC – Per announcement access trunk	35.89	A8GAT
		Monthly – Per announcement access trunk	17.46	A8GAT
		Monthly - Per station	3.93	A8GST
	Foreign Exchange and Foreign Central Office Termination	On ACD-ESS queuing equipment - Monthly - Each	64.99	A8EFX
	Tie Line or CCSA Access Line Termination	On ACD-ESS queuing equipment - Monthly - Each	85.35	A8ETL
		On ACD-ESS not terminated on queuing equipment - NRC - Each	67.90	A3L
		On ACD-ESS not terminated on queuing equipment - Monthly - Each	76.63	A3L
	Night Service	NRC - Per arrangement	35.89	A3T
		Monthly - Per arrangement	3.73	A3T

Effective: January 1, 2015

1. Exchange and Network Services
1.12 Other Services

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Verizon New England Inc.

1. Exchange and Network Services

1.12 Other Services

1.12.18 Apartment Door Answering Service				
ID	Service Category	Rate Element	Rate	USOC
	Apartment Terminations	With Exchange Service - Monthly - Each apartment	1.24	67B
		Without Exchange Service - Monthly - Each apartment	1.24	A72++

1.12.19 Reserved for Future Use				
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1.12.20 Reserved for Future Use				

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Verizon New England Inc.

1. Exchange and Network Services
1.13 Reserved for Future Use

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services
1.14 Reserved for Future Use

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services

1.15 Service Packages

1.15.1 WorkSmart Packages						
ID	Service Category	Rate Element	Rates for Term Plans			USOC
			12 Mo.	24 Mo.	36 Mo.	
	Feature Package, First Line	Feature Package 1	26.55	25.08	23.60	PKB41
		Feature Package 2	30.38	28.69	27.00	PKB42
		Feature Package 3	33.08	31.24	29.40	PKB53
		Feature Package 4	25.88	24.44	23.00	PKB44
		Feature Package 5	27.45	25.93	24.40	PKB45
		Feature Package 6	33.98	32.09	30.20	PKB56
		Feature Package 7	26.78	25.29	23.80	PKB47
		Feature Package 8	27.45	25.93	24.40	PKB48
		Feature Package 9	33.98	32.09	30.20	PKB49
		Feature Package 10	23.85	22.53	21.20	PKB3T
		Feature Package 11	30.38	28.69	27.00	PKB4U
		Feature Package 12	23.18	21.89	20.60	PKB3V
		Feature Package 13	30.38	28.69	27.00	PKB4W
		Feature Package 14	23.18	21.89	20.60	PKB3X
		Feature Package 15	23.18	21.89	20.60	PKB3F
	Feature Package, Additional Lines	Feature Package 1	23.60	22.13	20.65	PKB41
		Feature Package 2	27.00	25.31	23.63	PKB42
		Feature Package 3	29.40	27.56	25.73	PKB53
		Feature Package 4	23.00	21.56	20.13	PKB44
		Feature Package 5	24.40	22.88	21.35	PKB45
		Feature Package 6	30.20	28.31	26.43	PKB56
		Feature Package 7	23.80	22.31	20.83	PKB47
		Feature Package 8	24.40	22.88	21.35	PKB48
		Feature Package 9	30.20	28.31	26.43	PKB49
		Feature Package 10	21.20	19.88	18.55	PKB3T
		Feature Package 11	27.00	25.31	23.63	PKB4U
		Feature Package 12	20.60	19.31	18.03	PKB3V
		Feature Package 13	27.00	25.31	23.63	PKB4W
		Feature Package 14	20.60	19.31	18.03	PKB3X
		Feature Package 15	20.60	19.31	18.03	PKB3F

Effective: January 1, 2015

Verizon New England Inc.

1. Exchange and Network Services

1.15 Service Packages

1.15.1 WorkSmart Packages						
ID	Service Category	Rate Element	Rates for Term Plans			USOC
	Feature Package		12 Mo.	24 Mo.	36 Mo.	
		Discount – Per Element 1 Svc.Order Charge	50%	50%	50%	
	Termination Liability	Between 2 months and end of the commitment period	50.00	50.00	50.00	

1.15.2 ValuePack – Effective June 16, 2012, ValuePack is limited to existing residential customers of record at existing locations.				
ID	Service Category	Rate Element	Rate	USOC
	ValuePack	Monthly - Per line equipped	25.50	NLRSA

1.15.3 Verizon Regional Package Unlimited sm – Effective June 16, 2012, Verizon Regional Package Unlimited sm is limited to existing residential customers of record at existing locations.				
ID	Service Category	Rate Element	Rate	USOC
	Verizon Regional Package Unlimited sm	Monthly - Per line equipped	82.00	PGO4R (I)

1.15.4 Reserved for Future Use				
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1.15.5 Local and Toll Package – Effective August 1, 2002 Local and Toll package is no longer available to new customers. Existing customers may retain the service at their present location in the same or greater quantities.				
ID	Service Category	Rate Element	Rate	USOC
	Local and Toll Package	128 LATA - Monthly - Per line equipped	101.99	(I)
		413 LATA - Monthly - Per line equipped	101.99	(I)

Effective: January 1, 2026

Verizon New England Inc.

1. Exchange and Network Services

1.15 Service Packages

1.15.6 Verizon Local Package Extra sm /Verizon Local Package sm				
ID	Service Category	Rate Element	Rate	USOC
	Verizon Local Package Extra sm /Verizon Local Package sm	Verizon Local Package sm - Monthly - Per line equipped	74.99	(I)
		Verizon Metropolitan Package sm - Monthly - Per line equipped	87.99	(I)
		Verizon Local Package Extra sm - Monthly - Per line equipped	77.99	(I)
		Verizon Metropolitan Package Extra sm - Monthly - Per line equipped	90.99	(I)

1.15.7 Multi-Line Package Bonus Discount				
ID	Service Category	Rate Element	Rate	USOC
	Multi-Line Package Bonus Discount	Discount - Monthly - Per eligible service/package on each line	5%	

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

1.15.9 Verizon Regional Package Extra sm				
ID	Service Category	Rate Element	Rate	USOC
	Verizon Regional Package Extra sm	128 LATA – Monthly – Per line equipped	96.95	(I)
		413 LATA – Monthly – Per line equipped	96.95	(I)

Verizon New England Inc.

1. Exchange and Network Services**1.15 Service Packages**

1.15.10 Corporate Rewards				
ID	Service Category	Rate Element	Rate	USOC
	Base Rate – Local Usage	Base rate for Corporate Rewards - Per minute	0.0300	
	Volume Discount – Qualifying Local Usage	Tier 1 – Total qualifying monthly usage between \$0 to \$1,499.99 — Per minute	0.0300	
		Tier 2 – Total qualifying monthly usage between \$1,500 to \$9,999.99 — Per minute	0.0160	
		Tier 3 – Total qualifying monthly usage between \$10,000 to \$49,999.99 — Per minute	0.0145	
		Tier 4 – Total qualifying monthly usage between \$50,000 to \$499,999.99 — Per minute	0.0135	
		Tier 5 – Total qualifying monthly usage at and over \$500,000 — Per minute	0.0300	
	Base Rate-MTS, Toll-Free, Dedicated Toll Free	Base rate for Corporate Rewards - Per minute	.080	
	Volume Discount – Qualifying Toll Usage-MTS, Toll-Free, Dedicated Toll Free	Tier 1 – Total qualifying monthly usage between \$0 to \$1,499.99 — Per minute	.080	
		Tier 2 – Total qualifying monthly usage between \$1,500 to \$9,999.99 — Per minute	.036	
		Tier 3 – Total qualifying monthly usage between \$10,000 to \$49,999.99 — Per minute	.034	
		Tier 4 – Total qualifying monthly usage between \$50,000 to \$499,999.99 — Per minute	.035	
		Tier 5 – Total qualifying monthly usage at and over \$500,000 — Per minute	.080	

Verizon New England Inc.

1. Exchange and Network Services**1.15 Service Packages**

1.15.10 Corporate Rewards						
ID	Service Category	Rate Element			Rate	USOC
	Loyalty Discount	Tiers 1, 2, 3 and 4 — Year 2			2%	
		Tiers 1, 2, 3 and 4 — Year 3			3%	
		Tiers 1, 2, 3 and 4 — Year 4			4%	
		Tiers 1, 2, 3 and 4 — Year 5			5%	
	Access Line Discount - Tier 2	Tier 2 Discounts	One Year	Two Years	Three Years	
		One-party business exchange line/trunk – Monthly – Per line	.50	.75	1.50	
		ISDN PRI - Port– Monthly – Per service	48.00	142.40	161.50	
		ISDN PRI – Port and LDC – Monthly – Per service	N/A	164.00	202.00	
		ISDN Basic – Monthly – Per service	2.00	2.00	2.00	
		Flexpath Port – Monthly – Per line	48.00	48.00	76.50	
		Flexpath Port and LDC – Monthly – Per line	N/A	69.60	117.00	

Verizon New England Inc.

1. Exchange and Network Services**1.15 Service Packages**

1.15.10 Corporate Rewards						
ID	Service Category	Rate Element	Rate			USOC
	Access Line Discount – Tier 3	Tier 3 Discounts	One Year	Two Years	Three Years	
		One-party business exchange line/trunk – Monthly – Per line	.50	1.00	2.00	
		ISDN PRI - Port– Monthly – Per service	48.00	184.10	203.00	
		ISDN PRI – Port and LDC – Monthly – Per service	N/A	212.00	248.00	
		ISDN Basic – Monthly – Per service	2.00	2.00	2.00	
		Flexpath Port – Monthly – Per line	48.00	50.10	87.00	
		Flexpath Port and LDC – Monthly – Per line	N/A	78.00	132.00	
	Access Line Discount – Tier 4	Tier 4 Discounts	One Year	Two Years	Three Years	
		One-party business exchange line/trunk – Monthly – Per line	.50	1.50	3.00	
		ISDN PRI - Port– Monthly – Per service	48.00	220.50	255.00	
		ISDN PRI – Port and LDC – Monthly – Per service	N/A	261.00	309.00	
		ISDN Basic – Monthly – Per service	2.00	2.00	2.00	
		Flexpath Port – Monthly – Per line	48.00	76.50	107.00	
		Flexpath Port and LDC – Monthly – Per line	N/A	117.00	161.00	
	Minimum usage threshold	Monthly – Per service Agreement			300.00	
	Termination Charge	Per Service Agreement Note: Additional Access line termination charges apply per Part A, Section 15.10.1.D			500.00	

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1. Exchange and Network Services**1.15 Service Packages**

1.15.11 Business Link Rewards				
ID	Service Category	Rate Element	Rate	USOC
	Bonus Credit	One Bonus Credit per dollar of discounted qualifying usage	.01	

1.15.12 Verizon Regional Packagesm Effective June 16, 2012, Verizon Regional Package sm is limited to existing residential customers of record at existing locations.				
ID	Service Category	Rate Element	Rate	USOC
	Verizon Regional Package sm	Monthly – Per line equipped	88.95	

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Verizon New England Inc.

1. Exchange and Network Services**1.15 Service Packages**

1.15.13 Unlimited Local Usage for Business – Effective August 21, 2016, the Unlimited Local Usage for Business one year term plan commitment is no longer available to new customers. Existing customers may maintain their service and the one year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permissible.

ID	Service Category	Rate Element	Rate	USOC
	Unlimited local usage for business	Per Exchange Access Line – Monthly	37.50	
		Per Digital Centrex Plus Access Line – Monthly	37.50	
		Per Exchange Access Line – One-Year Term – Monthly	29.50	
		Per Digital Centrex Plus Access Line – One-Year Term – Monthly	29.50	

1.15.14 Unlimited Local and Toll Usage for Business – Effective August 21, 2016, the Unlimited Local and Toll Usage for Business one year term plan commitment is no longer available to new customers. Existing customers may maintain their service and the one year term commitment plan will automatically renew. Moves or changes to subscribers' existing services are permissible.

ID	Service Category	Rate Element	Rate	USOC
	Unlimited local and toll usage for business	Per Exchange Access Line – Monthly	44.00	
		Per Digital Centrex Plus Access Line – Monthly	44.00	
		Per Exchange Access Line – One-Year Term – Monthly	36.00	
		Digital Centrex Plus Access Line – One-Year Term – Monthly	36.00	
	Optional Feature Packages	Feature Package 1 – Per Line – Monthly	24.00	(I)
		Feature Package 2 – Per Line – Monthly	25.00	(I)

1.15.15 Reserved for Future Use

1.15.16 Reserved for Future Use

1.15.16A Reserved for Future Use

Verizon New England Inc.

1. Exchange and Network Services

1.15 Service Packages

1.15.17 Regional Essentials				
ID	Service Category	Rate Element	Rate	USOC
	Regional Essentials	Monthly – Per line equipped	73.04	
	Regional Essentials – Bundle Discount I	Monthly – Bundle Discount I – Renewal subscribers on or before October 31, 2008 – Verizon On-line Broadband (Up to 3.0 Mbps or Up to 7.1 Mbps packages) – Renewal	12.00	
		Monthly – Bundle Discount I – Renewal subscribers – between November 1, 2008, and January 16, 2010 - Verizon On-line Broadband (Up to 1.0 Mbps or Up to 3.0 Mbps or Up to 7.1 Mbps or Up to 15.1 Mbps packages) – Renewal	16.00	
		Monthly – Bundle Discount I – Renewal subscribers – between January 17, 2010, and April 16, 2011 – Verizon On-line Broadband (Up to 1.0 Mbps or Up to 3.0 Mbps or Up to 7.1 Mbps or Up to 15.1 Mbps packages) – Renewal	21.00	
		Monthly – Bundle Discount I – Renewal subscribers prior to November 14, 2008 – Verizon Wireless ONE-BILL® ***– Renewal	16.00	

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*** Verizon Wireless ONE-BILL® as a qualifier for a discount, and any associated discounts, are limited to customers of record, at existing locations, on or before November 14, 2008

Verizon New England Inc.

1. Exchange and Network Services**1.15 Service Packages**

1.15.17 Regional Essentials				
ID	Service Category	Rate Element	Rate	USOC
	Regional Essentials – Bundle Discount I	Monthly – Bundle Discount I – Renewal subscriber who renew for the first time between April 18, 2009, thru April 30, 2009 – DIRECTV® (Choice or Higher) – Renewal	18.99	(I)
		Monthly – Bundle Discount I – Renewal subscribers between November 1, 2008, and January 16, 2010 – DIRECTV® (Choice or Higher) – Renewal	16.00	(I)
		Monthly – Bundle Discount I – Renewal subscribers between January 17, 2010, and April 16, 2011 – DIRECTV® (Choice or Higher) – Renewal	21.00	(I)
		Monthly – Bundle Discount I – Renewal subscriber on or before April 17, 2009 – Verizon On-line Broadband (Up to 3.0 Mbps or Up to 7.1 Mbps packages) and either or both of Verizon Wireless ONE-BILL®*** or DIRECTV® (Choice or Higher) – Renewal	12.00	(I)
		Monthly – Bundle Discount I – Renewal subscribers who renewed for the first time between April 18, 2009 thru April 30, 2009 – Verizon On-line Broadband (Up to 3.0 Mbps or Up to 7.1 Mbps packages) and either or both of Verizon Wireless ONE-BILL®*** or DIRECTV® (Choice or Higher) – Renewal	16.00	(I)

*** Verizon Wireless ONE-BILL® as a qualifier for a discount, and any associated discounts, are limited to customers of record, at existing locations, on or before November 14, 2008.

Verizon New England Inc.

1. Exchange and Network Services

1.15 Service Packages

1.15.17 Regional Essentials				
ID	Service Category	Rate Element	Rate	USOC
	Regional Essentials Bundle Discount I	Monthly – Bundle Discount I – Renewal subscriber between May 1, 2008, and October 31, 2008 – Verizon On-line Broadband (Up to 3.0 Mbps or Up to 7.1 Mbps packages) and Verizon Wireless ONE-BILL ^{®***} – Renewal	12.00	(I)
		Monthly – Bundle Discount I – Renewal subscriber between May 1, 2008, and January 16, 2010 – Verizon On-line Broadband (Up to 1.0 Mbps or Up to 3.0 Mbps or Up to 7.1 Mbps or Up to 15.1 Mbps packages) and DIRECTV [®] (Choice or Higher) – Renewal	16.00	(I)
		Monthly – Bundle Discount I – Renewal subscriber between January 17, 2010, and April 16, 2011 – Verizon On-line Broadband (Up to 1.0 Mbps or Up to 3.0 Mbps or Up to 7.1 Mbps or Up to 15.1 Mbps packages) and DIRECTV [®] (Choice or Higher) – Renewal	21.00	(I)

*** Verizon Wireless ONE-BILL[®] as a qualifier for a discount, and any associated discounts, are limited to customers of record, at existing locations, on or before November 14, 2008.

Effective: July 1, 2017

Verizon New England Inc.

1. Exchange and Network Services

1.15 Service Packages

1.15.17 Regional Essentials				
ID	Service Category	Rate Element	Rate	USOC
	Regional Essentials Bundle Discount I	Monthly – Bundle Discount I – Renewal subscriber between May 1, 2008, and January 16, 2010 – Verizon On-line Broadband (Up to 3.0 Mbps or Up to 7.1 Mbps packages) and both Verizon Wireless ONE-BILL® ***and DIRECTV® (Choice or Higher) - Renewal	16.00	
		Monthly – Bundle Discount I – Renewal subscriber between January 17, 2010, and April 16, 2011 – Verizon On-line Broadband (Up to 3.0 Mbps or Up to 7.1 Mbps packages) and both Verizon Wireless ONE-BILL® ***and DIRECTV® (Choice or Higher) - Renewal	21.00	
	Regional Essentials-Bundle Discount II - With A Qualifying Unlimited long Distance Calling Plan	Monthly – Bundle Discount II – subscriber prior to January 22, 2017 – Verizon High Speed Internet or Verizon High Speed Internet plus DIRECTV®	26.02	
		Monthly – Bundle Discount II – subscriber prior to January 22, 2017 - DIRECTV®	29.01	
	Regional Essentials-Bundle Discount II – Without A Qualifying Unlimited long Distance Calling Plan	Monthly – Bundle Discount II – subscriber prior to January 22, 2017 - Verizon High Speed Internet or Verizon High Speed Internet plus DIRECTV®	28.05	
		Monthly – Bundle Discount II – subscriber prior to January 22, 2017 - DIRECTV®	31.04	
		Monthly – Subscriber prior to January 22, 2017 - Additional 24-Month Credit when purchased through the Verizon website.	5.00	
	Regional Essentials-Bundle Discount III -With A Qualifying Unlimited long Distance Calling Plan	Monthly – Bundle Discount III – Subscriber on or after January 22, 2017 - Verizon High Speed Internet	26.02	
	Regional Essentials - Bundle Discount III - Without A Qualifying Unlimited long Distance Calling Plan (limited to customer of record prior to January 24, 2019.)	Monthly – Bundle Discount III – Subscriber on or after January 22, 2017 - Verizon High Speed Internet®	28.05	
		Monthly – Subscriber on or after January 22, 2017 - Additional 24-Month Credit when purchased through the Verizon website.	5.00	

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*** Verizon Wireless ONE-BILL® as a qualifier for a discount, and any associated discounts, are limited to customers of record, at existing locations, on or before November 14, 2008.

Effective: January 24, 2019

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1. Exchange and Network Services

1.15 Service Packages

1.15.17 Regional Essentials				
ID	Service Category	Rate Element	Rate	USOC
	Regional Essentials FiOS Bundle Discount I – As of January 18, 2014, customers subscribed to Regional Essentials FiOS Bundle Discount I may upgrade to a currently available FiOS Internet or FiOS TV plan and retain their Regional Essentials FiOS Bundle Discount I discount as applicable.	Monthly – FiOS Bundle Discount I – Subscriber between June 21, 2009 and January 16, 2010 – 6 or 12 month commitment – FiOS Internet (packages of less than 50M download speed)	16.01	(I)
		Monthly – FiOS Bundle Discount I – Subscriber prior to February 17, 2008 – 12 month commitment - FiOS Internet (packages of less than 50M download speed)	16.01	(I)
		Monthly – FiOS Bundle Discount I – Subscriber on or before September 21, 2007 – 12 month commitment – FiOS Internet (packages of less than 50M download speed) – Renewal	16.01	(I)
		Monthly – FiOS Bundle Discount I – Subscriber between February 17, 2008 and June 20, 2009 – 12 month commitment – FiOS Internet (packages of less than 50M download speed)	21.00	(I)
		Monthly – FiOS Bundle Discount I – Subscriber between June 21, 2009 and January 16, 2010 – 6 or 12 month commitment – Any FiOS TV premium service tier	19.01	(I)
		Monthly – FiOS Bundle Discount I – Subscriber prior to February 17, 2008 – 12 month commitment – Any FiOS TV premium service tier	19.01	(I)
		Monthly – FiOS Bundle Discount I – Subscriber on or before September 21, 2007 – 12 month commitment – Any FiOS TV premium service tier – Renewal	15.01	(I)

** Additional line eligibility is limited to additional line customers of record, at existing locations, on or before October 10, 2008.

Effective: July 1, 2017

Verizon New England Inc.

1. Exchange and Network Services

1.15 Service Packages

1.15.17 Regional Essentials				
ID	Service Category	Rate Element	Rate	USOC
	Regional Essentials FiOS Bundle Discount 1 - As of January 18, 2014, customers subscribed to Regional Essentials FiOS Bundle Discount I may upgrade to a currently available FiOS Internet or FiOS TV plan and retain their Regional Essentials FiOS Bundle Discount I discount as applicable.	Monthly – FiOS Bundle Discount I – Subscriber between February 17, 2008 and June 20, 2009 – 12 month commitment – Any FiOS TV premium service tier	21.01	(I)
		Monthly – FiOS Bundle Discount I – Subscriber between June 21, 2009 and January 16, 2010 – 6 or 12 month commitment – FiOS Internet (packages of less than 50M download speed) and any FiOS TV premium service tier	21.00	(I)
		Monthly – FiOS Bundle Discount I – Subscriber prior to February 17, 2008 – 12 month commitment – FiOS Internet (packages of less than 50M download speed) and any FiOS TV premium service tier	21.00	(I)
		Monthly – FiOS Bundle Discount I – Subscriber on or before September 21, 2007 – 12 month commitment – FiOS Internet (packages of less than 50M download speed) and any FiOS TV premium service tier – Renewal	19.00	(I)
		Monthly – FiOS Bundle Discount I – Subscriber between February 17, 2008 and January 16, 2010 – 12 month commitment – FiOS Internet (packages of less than 50M download speed) and any FiOS TV premium service tier	21.00	(I)
		Monthly – FiOS Bundle Discount I – Subscriber on or before September 10, 2008 – 24 month commitment – FiOS Internet (packages of less than 50M download speed)	21.01	(I)

** Additional line eligibility is limited to additional line customers of record, at existing locations, on or before October 10, 2008.

Effective: July 1, 2017

Verizon New England Inc.

1. Exchange and Network Services

1.15 Service Packages

1.15.17 Regional Essentials				
ID	Service Category	Rate Element	Rate	USOC
	Regional Essentials FiOS Bundle Discount I - As of January 18, 2014, customers subscribed to Regional Essentials FiOS Bundle Discount I may upgrade to a currently available FiOS Internet or FiOS TV plan and retain their Regional Essentials FiOS Bundle Discount I discount as applicable.	Monthly – FiOS Bundle Discount I – Subscriber on or before September 10, 2008, - 24 month commitment – Any FiOS TV premium service tier	21.01	(I)
		Monthly – FiOS Bundle Discount I – Subscriber on or before September 10, 2008 – FiOS Internet (packages of less than 50M download speed) and any FiOS TV premium service tier	21.00	(I)
	Regional Essentials FiOS Bundle Discount II	Monthly – FiOS Bundle Discount II – Subscriber on or before June 4, 2011, FiOS TV and/or FiOS Internet	21.00	(I)
		Monthly – FiOS Bundle Discount II – Subscriber between June 5, 2011, and January 17, 2014, - FiOS TV and/or FiOS Internet	26.00	(I)
		Monthly – FiOS Bundle Discount II – Subscriber on or before January 17, 2014, - FiOS TV and/or FiOS Internet – 24-month commitment	26.00	(I)
		Monthly – FiOS Bundle Discount II – Subscriber on or after January 18, 2014, - FiOS TV or FiOS Internet – month-to-month or 24-month commitment	16.00	(I)
		Monthly – FiOS Bundle Discount II – Subscriber on or after January 18, 2014, - FiOS TV and FiOS Internet – month-to-month or 24-month commitment	26.00	(I)

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1. Exchange and Network Services
1.15 Service Packages

1.15.17 Regional Essentials				
ID	Service Category	Rate Element	Rate	USOC

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1. Exchange and Network Services

1.15 Service Packages

1.15.17 Regional Essentials				
ID	Service Category	Rate Element	Rate	USOC
	Regional Essentials – Voice Discount	Monthly – Voice Discount – Initial Term - Subscribers who are on the initial term of this offer – Regional Essentials combined with a qualifying unlimited long distance calling plan. Note: Not applicable to existing package customers as identified in Part A, Section 15, Paragraph 15.16.2.H.	16.00	(I)
		Monthly – Voice Discount – Renewal - Subscribers who are past the initial term of this offer, Regional Essentials combined with a qualifying unlimited long distance calling plan. Note: Not applicable to existing package customers as identified in Part A, Section 15, Paragraph 15.16.2.H.	5.00	

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1. Exchange and Network Services

1.15 Service Packages

1.15.17 Regional Essentials				
ID	Service Category	Rate Element	Rate	USOC
	Regional Essentials – Voice Discount	Monthly – Voice Discount – Initial Term – Subscribers who are on the initial term of this offer, and who had an existing qualifying package, Regional Essentials combined with a qualifying unlimited long distance calling plan. Note: Qualifying packages are identified in Part A, Section 15, Paragraph 15.16.2.H	11.00	
		Monthly – Voice Discount – Renewal – Subscribers who are past the initial term of this offer and had a qualifying service package – Regional Essentials combined with a qualifying unlimited long distance calling plan. Note: Qualifying packages are identified in Part A, Section 15, Paragraph 15.16.2.H.	0.00	
	Regional Essentials – Affiliate Bundle Discount	Monthly – Affiliate Bundle Discount - (Limited to customers of record at existing locations prior to April 17, 2011)	16.00	

1.15.18 Regional Value				
ID	Service Category	Rate Element	Rate	USOC
	Regional Value	Monthly – Per line equipped	71.04	
		Monthly – Fixed-Price Bundle Effective March 16, 2013, the Fixed Price Bundle Discount is no longer available to residential customers. Existing residential customers as of March 16, 2013, may retain the service at existing locations.	17.04	

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** Additional line eligibility is limited to additional line customers of record, at existing locations, on or before October 10, 2008

Effective: January 1, 2026

Verizon New England Inc.

1. Exchange and Network Services

1.15 Service Packages

1.15.18 Regional Value				
ID	Service Category	Rate Element	Rate	USOC
	Regional Value – Voice Discount	Monthly – Voice Discount – Initial Term - Subscribers who are on the initial term of this offer, Regional Value **	31.05	(I)
		Monthly – Voice Discount - Renewal subscribers who are past the initial term of this offer.	21.05	(I)

** Additional line eligibility is limited to additional line customers of record, at existing locations, on or before October 10, 2008

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Effective: July 1, 2017

Verizon New England Inc.

1. Exchange and Network Services

1.15 Service Packages

1.15.18 Regional Value				
ID	Service Category	Rate Element	Rate	USOC
	Regional Value – Voice Discount	Monthly – Voice Discount – Initial Term – Subscribers who are on the initial term of this offer – Regional Value combined with a qualifying unlimited long distance calling plan Note: Not applicable to existing package customers as identified in Part A, Section 15, 15.17.2.E	24.00	(I)
		Monthly – Voice Discount – Initial Term – Subscribers who had an existing qualifying package and who are on the initial term of this offer – Regional Value combined with a qualifying unlimited long distance calling plan Note: Qualifying packages are identified in Part A, Section 15, 15.17.2.E	19.00	(I)
		Monthly – Voice Discount – Renewal – Subscribers who are past the initial term of this offer – Regional Value combined with a qualifying unlimited long distance calling plan – Renewal Note: Not applicable to existing package customers as identified in Part A, Section 15, 15.17.2.E.	14.00	

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1.15.18 Regional Value				
ID	Service Category	Rate Element	Rate	USOC
	Regional Value – Voice Discount	Monthly – Voice Discount – Renewal – Subscribers who are past the initial term of this offer and had a qualifying service package – Regional Value combined with a qualifying unlimited long distance calling plan Note: Qualifying packages are identified in Part A, Section 15, 15.17.2.E.	8.00	
	Regional Value - Bundle Discount With A Qualifying Unlimited long Distance Calling Plan (Limited to customers of record at existing locations prior to April 17, 2011)	Monthly – Bundle Discount – Subscribers on or before January 16, 2010 - Verizon On-line Broadband (Up to 1.0 Mbps) – Renewal	19.00	(I)
		Monthly – Bundle Discount – Subscribers on or after January 17, 2010 - Verizon On-line Broadband (Up to 1.0 Mbps) – Renewal	24.00	(I)

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1.15.18 Regional Value				
ID	Service Category	Rate Element	Rate	USOC
	Regional Value - Bundle Discount - With A Qualifying Unlimited long Distance Calling Plan (Limited to customers of record at existing locations prior to April 17, 2011)	Monthly – Bundle Discount – Subscribers on or before January 16, 2010 - DIRECTV® (Choice or Higher) – Renewal	19.00	(I)
		Monthly – Bundle Discount – Subscribers on or after January 17, 2010 - DIRECTV® (Choice or Higher) – Renewal	24.00	(I)
		Monthly – Bundle Discount – Subscribers on or before January 16, 2010 - Verizon On-line Broadband (Up to 1.0 Mbps) and DIRECTV® (Choice or Higher) – Renewal	24.00	(I)
		Monthly – Bundle Discount – Subscribers on or after January 17, 2010 - Verizon On-line Broadband (Up to 1.0 Mbps) and DIRECTV® (Choice or Higher) – Renewal	29.00	(I)

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1.15.18 Regional Value				
ID	Service Category	Rate Element	Rate	USOC
	Regional Value - Bundle Discount - Without A Qualifying Unlimited long Distance Calling Plan (Limited to customers of record at existing locations prior to April 17, 2011)	Monthly – Bundle Discount – Verizon On-line Broadband (Up to 1.0 Mbps)	26.04	(l)
		Monthly – Bundle Discount – DIRECTV® (Choice or Higher)	26.04	(l)
		Monthly – Bundle Discount – Verizon On-line Broadband (Up to 1.0 Mbps) and DIRECTV® (Choice or Higher)	25.03	(l)
		Monthly – Affiliate Bundle Discount – Subscribers on or before January 16, 2010	19.00	(l)
	Regional Value (Limited to customers of record at existing locations prior to April 17, 2011)	Monthly – Affiliate Bundle Discount – Subscribers on or after January 17, 2010	24.00	(l)

1.15.19 Unlimited Dial Tone Line (DTL) Package for Business				
ID	Service Category	Rate Element	Rate	USOC
	Unlimited Dial Tone Line (DTL) Package (Limited to customers of record prior to March 17, 2012)	Basic Package – One-Year Term – Per Exchange Access Line – Monthly Credit - Provisioned with Verizon Broadband - Monthly	66.00 1.00	
		Basic Package – Three-Year Term – Per Exchange Access Line – Monthly Credit - Provisioned with Verizon Broadband - Monthly	55.00 5.00	
		Expansion Line with Unlimited Calling – Per Line – Monthly	48.50	
		Expansion Line without Unlimited Calling – Per Line – Monthly (Usage rates apply in addition to the Monthly rate)	31.50	

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1.15.20 Unlimited CustoPAK Package for Business				
ID	Service Category	Rate Element	Rate	USOC
	Unlimited CustoPAK Basic Package (Limited to customers of record prior to March 17, 2012)	Package – One-Year Term – Per CustoPAK Line – Monthly	66.00	
		Credit - Provisioned with Verizon Broadband - Monthly	1.00	
		Basic Package – Three-Year Term – Per CustoPAK Line – Monthly	55.00	
		Credit - Provisioned with Verizon Broadband - Monthly	5.00	
		Expansion Line with Unlimited Calling – Per Line – Monthly	48.50	
		Expansion Line without Unlimited Calling – Per Line – Monthly (Usage rates apply in addition to the Monthly rate)	31.50	

1.15.21 Single Line Business PAK for Business				
ID	Service Category	Rate Element	Rate	USOC
	Single Line Business PAK (Limited to customers of record prior to March 17, 2012)	Single Line Package – One-Year Term – Monthly	63.00	
		Credit - Provisioned with Verizon Broadband - Monthly	3.00	
		Single Line Package – Three-Year Term – Monthly	61.00	
		Credit – Provisioned with Verizon Broadband – Monthly	16.00	

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1.15.22 Solutions for Business Bundle				
ID	Service Category	Rate Element	Rate	USOC
	Solutions for Business Bundle – One-Year & Three Year-Term Commitments (See note.)	Business Exchange Service Line or CustopAK Line – One-Year Term – Monthly – Per Line	60.00	
		Business Exchange Service Line or CustopAK Line – Three-Year Term – Monthly – Per Line	52.00	
		Credit – Provisioned with Verizon Broadband – Monthly – Per Line	7.00	
		Additional Bundle Line – Monthly – Per Line	20.00	
		Additional Bundle Line-Plus – Monthly – Per Line	30.00	
		Additional Bundle Line - Unlimited – Monthly – Per Line	50.00	
		Credit – Provisioned with Verizon Broadband – Monthly– Per Line	7.00	
	Solutions for Business Bundle – Month-to-Month & Two-Year Term Commitment	Business Exchange Service Line or CustopAK Line purchased prior to February 4, 2012 - Month-to-Month – Monthly - Per Line	53.00	
		Business Exchange Service Line or CustopAK Line purchased on or after February 4, 2012 – Month-to-Month - Monthly – Per Line	60.00	
		Business Exchange Service Line or CustopAK Line purchased prior to February 4, 2012 – Two-Year Term – Monthly – Per Line	55.00*	
		Business Exchange Service Line or CustopAK Line purchased on or after February 4, 2012– Two-Year Term – Monthly – Per Line	62.00	
		Credit – Provisioned with Verizon Broadband – Monthly – Per Line with Two-Year Term	10.00*	
		Additional Bundle Line – Purchased prior to October 18, 2014 - Month-to-Month – Monthly – Per Line	20.00	

Note: Effective July 15, 2010, the Solutions for Business Bundle one-year and three-year term plans are no longer available to new customers. Customers subscribing to the one-year or three-year term commitments as of July 15, 2010, may retain these packages in accordance with the terms and conditions described in Part A, Section 15.20.

* This rate shall continue to apply to a customer's lines, which were purchased prior to February 4, 2012, when the customer elects on or after December 14, 2014 to subscribe to a new two-year term with Plan 2 termination liability as described previously in Part A, Section 15.20.3.

Effective: January 1, 2015

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1.15.22 Solutions for Business Bundle				
ID	Service Category	Rate Element	Rate	USOC
	Solutions for Business Bundle – Month-to-Month & Two-Year Term Commitment	Additional Bundle Line –Purchased on or after October 18, 2014 – Month-to-Month – Monthly - Per Line	25.00	
		Additional Bundle Line –Purchased on or after October 18, 2014 – Two-Year Term - Monthly – Per Line	20.00	
		Additional Bundle Line – Plus – Purchased prior to October 18, 2014 – Month-to-Month - Monthly – Per Line	30.00	
		Additional Bundle Line – Plus - Purchased on or after October 18, 2014 - Month-to-Month – Monthly – Per Line	35.00	
		Additional Bundle Line – Plus - purchased on or after October 18, 2014, 2014 – Two-Year Term - Monthly – Per Line	30.00	
		Additional Bundle Line – Plus – Multi-line Discount – Monthly – Per Line (Effective February 4, 2012, the Multi-line discount is not available to new customers.)	8.00	
		Additional Bundle Line – Unlimited – Subscriber lines purchased prior to February 4, 2012 – Month-to-Month Monthly – Per Line	53.00*	
		Credit – Provisioned with Verizon Broadband – Unlimited Monthly	33.00*	
		Additional Bundle Line – Unlimited – Subscriber lines purchased between February 4, 2012 and October 17, 2014 – Month-to-Month – Monthly – Per Line	60.00	
		Credit – Provisioned with Verizon Broadband – Unlimited Monthly	25.00	
		Additional Bundle Line – Unlimited – Multi-line Discount – Monthly – Per Line Effective February 4, 2012, the Multi-line discount is not available to new customers.)	10.00	

* This rate shall continue to apply to a customer's lines, which were purchased prior to February 4, 2012, when the customer elects on or after December 14, 2014 to subscribe to a new two-year term with Plan 2 termination liability as described previously in Part A, Section 15.20.3.

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1.15 Service Packages

1.15.22 Solutions for Business Bundle				
ID	Service Category	Rate Element	Rate	USOC
	Solutions for Business Bundle – Month-to-Month & Two-Year Term Commitment	Additional Bundle Line – Unlimited – Subscriber lines purchased on or after October 18, 2014 – Month-to-Month – Monthly - Per Line	65.00	
		Credit – Provisioned with Verizon Broadband – Unlimited Monthly	25.00	
		Additional Bundle Line – Unlimited – Subscriber lines purchased on or after October 18, 2014 – Two-Year Term - Monthly – Per Line	62.00	
		Credit – Provisioned with Verizon Broadband – Unlimited Monthly	25.00	

1.15.23 Business Direct Bill Credit				
ID	Service Category	Rate Element	Rate	USOC
	Monthly Credit	Total monthly billed revenue from \$25.00 to \$49.99 – Maximum Monthly Credit	5.00	
		Total monthly billed revenue from \$50.00 to \$159.99 – Maximum Monthly Credit	20.00	
		Total monthly billed revenue from \$160.00 to \$419.99 – Maximum Monthly Credit	60.00	
		Total monthly billed revenue of \$420.00 or more – Maximum Monthly Credit	80.00	

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1.15 Service Packages

1.15.24 Preferred Voice for Business				
ID	Service Category	Rate Element	Rate	USOC
	Preferred Voice for Business	Two-Year Term – Per Exchange Access Line or CustopAK Line – Monthly	56.00	(I)
	Preferred Voice Additional Line	Two-Year Term – Per Exchange Access or CustopAK Line – Monthly	30.00	(I)

