
Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.1 Product Guide Information**

1.1.1 Product Guide Structure

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| A. | The Product Guide is divided into parts which are structured alphabetically, (e.g., Part A, B, C, etc.). Each part is subdivided into sections which are structured numerically, (e.g., Section 1, 2, 3 etc.). |
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1.1.2 Product Guide Codes

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| A. | Appearing in the right margins of this Product Guide are upper case alphabetical characters enclosed in parenthesis. These characters represent a coding mechanism to explain the modification that has been made from one page revision to the next. The codes are as follows.

<ol style="list-style-type: none">1. (C)—A change2. (D)—A deletion3. (I)—A rate that has been increased4. (N)—A new provision or rate5. (R)—A rate that has been decreased |
| B. | The upper case "U" appearing in the Rates and Charges section (Part M) under the Uniform Service Ordering Code (USOC) column indicates that more than one USOC is applicable |

Effective: January 1, 2015

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.1 Product Guide Information****1.1.3 Referencing**

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| A. | Whenever reference is made in this Product Guide to tariffs of Verizon, the reference is to the tariffs in force as of the effective date of this Guide, and to amendments thereto and successive issues thereof. The terms, conditions, rates and charges contained herein are in addition to the applicable regulations, rates and charges specified in tariffs of Verizon which may be referenced. |
| B. | The use of the masculine or feminine gender in this Product Guide should be construed as including both genders and not as a restriction on the basis of sex. |

1.1.4 Trademarks and Service Marks

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| A. | Many of the designations used by Verizon to distinguish its products and services are claimed as trademarks or service marks. Rather than printing a trademark symbol with every occurrence of a trademarked or service marked product name as it is used throughout this Product Guide, let it be stated that when using the names of Verizon products and services herein, such use is in an editorial fashion. Following are the proper use names of Verizon trademarks and service marks that are referred to herein in terms of product and service offerings. |
| 1. Registered Service Marks | |
| a. | CALL MOVER® |
| b. | CIRCUIT 9® |
| c. | DIGIPATH® |
| d. | DOVPATH® |
| e. | FLEXPATH® |
| f. | INFOPATH® |
| g. | INTELLIDIAL® |
| h. | INTELLIPATH® |
| i. | INTELLISMART® |
| j. | PATHWAY® |
| k. | PHONESMART® |

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1.1.4 Trademarks and Service Marks	
A.1.	(Continued)
l.	RINGMATE®
m.	SUPERPATH®
n.	VALUFLEX®
2.	Service Marks
a.	PULSENET SM
b.	WORKSMART Packages SM
c.	Verizon Five Cent Plan SM
3.	Registered Trademark/Service Marks
a.	NYNEX®

1.1.5 Definitions
Additional Listing —A listing in addition to the initial or joint user listing provided with the customer's service.
Authorized Protective Connecting Module —A protective unit designed by Verizon and manufactured under the control of Verizon quality assurance procedures. This unit is incorporated in a customer provided answering device.
Authorized User —An individual authorized by Verizon to use a customer's telephone service. It includes members of the household, employees, or agents of the customer, residential tenants of hotels, clubs, etc.; and joint users as arranged for. The term authorized user, used in connection with private line service, denotes a person, firm or corporation designated by the customer and authorized by Verizon to use the customer's service.
Baud —A unit of signaling speed. It is the reciprocal of the time of duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in bauds is the number of signal elements per second.
Building —A structure under one roof, or two or more structures where such structures adjoin, connect or are occupied as follows. The structures directly adjoin each other, being separated only by a building wall. The structures are connected by a completely enclosed passageway designed for and used primarily as the regular route for foot travel between the structures and is also suitable for the installation and maintenance of interior telephone facilities. The major portion of the structures is occupied by the same customer.

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Bridging Connection —As used in connection with Private Line Series 6000 channels, indicates amplifying equipment and services required to connect a station, or an interexchange channel serving a station, at an intermediate point on an interexchange network, or to connect an additional station at a terminal point.
Carrying Plant or Supporting Plant —Poles or conduit (including trenching) required for cable or wire facilities. In some instances tree hitches are considered to be carrying plant.
Central Office —A switching unit in a telephone system, providing service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting lines. More than one central office may be located in the same building.
Central Office Building —A building containing one or more central offices. There may be more than one central office building in an exchange and one central office building may serve more than one exchange.
Central Office Line —A main telephone exchange service or trunk line.
Centrex Service —A service arrangement of dial switching equipment and facilities that permits completion of inward and outward local and toll calls from stations of the system without handling by the Centrex service attendant.
Channel —An electrical path furnished by Verizon between two or more points suitable for the purpose furnished and derived in a manner elected by Verizon. A single pair of wires may be used to provide more than one channel. A channel may be provided in whole or in part by cable, wire, or radio.
Channel Terminal —A term used in connection with Private Line Type 2006 channels and denotes the facilities required to terminate an interexchange channel.
Circuit —As generally used herein, a circuit is a channel.
Class of Service —The method of charging for local messages, namely unlimited or measured.
Communications Systems —Dedicated channels and other facilities; (e.g., private microwave, analog/digital carrier, or cable), furnished by a customer or an other common carrier for communication between premises. These communications systems are not subject to Part 68 of the Federal Communications Commission's (FCCs) Rules and Regulations.

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1.1.5 Definitions
Conforming Answering Device—A device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described herein. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must incorporate an authorized protective connecting module and must bear a valid conformance number.
Conformance Number—An identifying number assigned by Verizon to a particular model of conforming answering device incorporating an authorized protective connecting module when that model of device is in conformance with the provisions set forth by Verizon in its technical reference for conforming answering devices.
Connecting Arrangement—The equipment provided by Verizon to accomplish the direct electrical connection of terminal equipment or multi-line terminating systems with the facilities of Verizon or the direct electrical connection of Verizon facilities.
Connection, Acoustic—A connection made by sound.
Connection, Direct Electrical—A physical connection of the conductors in the communications path of the telephone system.
Connection, Inductive—A connection made by using the electromagnetic field generated by a telephone.
Coordinating Facilities—Facilities used for communication between stations on program networks to enable the customer to pass information necessary for the proper handling of his program.
Customer—An individual, partnership, association, or corporation that arranges for service, and is responsible for the payment of charges and compliance with the provisions of this Product Guide.
Data Access Arrangement—A protective connecting arrangement to identify a central office line and protective facilities and procedures to determine compliance with appropriate network protection criteria.
Demarcation Point—The point of interconnection between Verizon communications facilities and premises wire. It is located within 12 inches of the protector or within 12 inches of where Verizon communications facilities enter the building or terminate in Verizon provided distribution terminals, or as close thereto as is practicable.
Department—The Massachusetts Department of Telecommunications and Cable.
Distributing Center—Amplifying and bridging equipment at Verizon premises where program transmission channels, used in connection with loudspeakers, are interconnected to form a network for the distribution of program material to a number of loudspeaker locations.

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1.1.5 Definitions
Duplex Service —Service which provides for simultaneous transmission in both directions.
Equalization —A procedure applied to Private Line Series 6000 channels so that the component frequencies of the material transmitted have about the same relationship at the two ends of the channel.
Exchange —A geographical unit established for the administration of communication service in a specified area. It generally consists of one or more central offices together with the associated plant used in furnishing communications within that area.
Exchange Access Line —The serving central office line equipment and all Verizon plant facilities up to and including Verizon provided network interface.
Exchange Area —The territory served by an exchange.
Exchange Service —The furnishing of central office line facilities to provide for telephone communications within the local service calling area on a measured or unlimited service basis in accordance with the provisions of this Product Guide.
Extension Line —A private line channel to provide extended service in connection with main telephone exchange and Private Branch Exchange (PBX) telephone service to locations not in the same building as the main telephone exchange service or PBX attendant's switchboard position.
Extension Station Line —Interior wiring at a customer's premises to a jack or outlet at a PBX or Centrex termination other than that which is associated with the PBX or Centrex main station.
Foreign Central Office Service —Exchange service furnished from a central office in a multi-office exchange which is other than that normally serving the area where the customer is located.
Foreign Exchange Service —Exchange service furnished from an exchange other than that normally serving the area where the customer is located.
General Cable Distributing Plant —The cable provided primarily to distribute local exchange service to the general public.
General Distributing Plant —The carrying plant and associated wire or cable to provide service to the general public within an exchange.
Grade of Service —The number of parties that a main telephone line is intended to serve.

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1.1.5 Definitions

Grandfathered Connections of Multi-line Terminating Systems—Connections via Verizon provided connecting arrangements of multi-line terminating systems (including their equipment and premises wiring) at the customer's premises, in accordance with any Verizon tariffs or this Product Guide, and that are considered to be grandfathered under Part 68 of the FCC's Rules and Regulations because of the following situations. The connections to the telecommunications network or the private line services specified in Part B were made via Verizon provided connecting arrangements prior to January 1, 1980, and the connecting arrangements were of a type of connecting arrangement connected to the telecommunications network, or the private line services as of June 1, 1978. The connections to the private line services specified in Part B or Part C are made via Verizon provided connecting arrangements prior to May 1, 1983, and the connecting arrangements are of a type of connecting arrangement connected to the private line services as of April 30, 1980.

Grandfathered Connections of Terminal Equipment—Connections via Verizon provided connecting arrangements of terminal equipment connected at the customer's premises, in accordance with any Verizon tariffs or this Product Guide, and that are considered to be grandfathered under Part 68 of FCC's Rules and Regulations because of the following situations. The connections to the telecommunications network, or the private line services specified in Part B were made via Verizon provided connecting arrangements prior to July 1, 1979, and the connecting arrangements were of a type of connecting arrangement connected to the telecommunications network or the private line services as of October 17, 1977. Such connections to the private line services specified in Part B or Part C are made via Verizon provided connecting arrangements prior to May 1, 1983, and such connecting arrangements are of a type of connecting arrangement connected to the private line services as of April 30, 1980.

Grandfathered Multi-line Terminating Systems—Multi-line terminating systems (including their equipment, premises wiring, and protective circuitry, if any) connected at the customer's premises, in accordance with any Verizon tariffs or this Product Guide, and that are considered to be grandfathered under Part 68 of the FCC's Rules and Regulations because of the following situations. The systems were connected to the telecommunications network, or the private line services specified in Part B prior to January 1, 1980, and were of a type of system which was directly connected (i.e., without Verizon provided connecting arrangements) to the telecommunications network, or the private line services as of June 1, 1978. The systems are connected to the private line services prior to May 1, 1983, and are of a type of system which was directly connected (i.e., without Verizon provided connecting arrangements) to the private line services specified in Part B or Part C as of April 30, 1980.

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Grandfathered Terminal Equipment—Terminal equipment (including protective circuitry, if any) connected at the customer's premises, in accordance with any Verizon tariffs or this Product Guide, and that is considered to be grandfathered under Part 68 of the FCC's Rules and Regulations because of the following situations. The terminal equipment was connected to the telecommunications network, or the private line services specified in Part B prior to July 1, 1979, and was of a type of terminal equipment which was directly connected (i.e., without Verizon provided connecting arrangements) to the telecommunications network or the private line services as of October 17, 1977. The terminal equipment is connected to the private line services specified in Part B or Part C prior to May 1, 1983, and is of a type of terminal equipment which was directly connected (i.e., without Verizon provided connecting arrangements) to the private line services as of April 30, 1980.

Half Duplex Service—Provides for transmission alternately in either direction or in one direction only.

Highway Construction—Construction generally located along a public way or construction on a private way to serve more than one customer.

Indian Tribe—A term as codified and defined in the Federally Recognized Indian Tribe List Act of 1994, and as defined in Subpart A of the regulations promulgated by the United States Department of the Interior's Bureau of Indian Affairs, Sections 20.1(p) and 479a(2).

Intercommunication—Communication between Centrex system telephones.

Interexchange Channel—A communications path interconnecting exchanges.

Interface—The point at the premises of the customer, authorized user, joint user, patron of a reseller or sharer of service at which provision is made for connection of other than Verizon provided facilities to facilities provided by Verizon.

Intraexchange Channel—A communications path interconnecting points within an exchange.

IntraLATA Presubscription (ILP)—An arrangement as set forth in this Product Guide whereby an exchange service customer may designate either Verizon or another carrier as the presubscribed carrier of that customer's intraLATA toll calls.

Joint User Service—A service which includes a listing in the alphabetical section of Verizon directory and provides for the use of the customer's exchange telephone service facilities by a corporation, association, partnership, or individual not associated with the customer in business.

Joint Use Arrangement—The use of the customer's interexchange private line service by an individual, firm or corporation designated by the customer as a user of the private line service and to whom a portion of the charge for service is billed.

Key Pulsing—A method of dialing by depressing button-type keys on a line arranged for normal rotary dialing.

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1.1.5 Definitions

Line Hunting—An arrangement whereby two or more central office lines or PBX trunk lines furnished to a customer at a given location are grouped so that calls to the first number of the grouped lines are automatically routed to the first non-busy line of the lines so grouped and a busy signal is not given unless all the grouped lines are busy.

Local Access and Transport Area (LATA)—A geographic area established by Verizon for the administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic and other purposes. LATA 128 includes the 508, 617, 781, and 978 area codes.

Local Channel—A communication path within an exchange connecting a customer's premises with an interexchange channel. Used in connection with Private Line Series 6000 channels, local channel denotes a channel located within a single program exchange area and extending between stations, studios or distributing centers; between a station, a studio, or a distributing center and the point of connection with interexchange facilities; or between a station or a studio and a Verizon central office where switching equipment for interconnection of local channels is located.

Main Telephone Station—Terminal equipment directly connected to the central office switching equipment by an individual circuit or, in the case of PBX and Centrex service, terminal equipment directly connected to the PBX and Centrex switching equipment by an individual line circuit.

Maximum Termination Liability (MTL)—A liability assumed by a customer for certain equipment or service for which a minimum service period in excess of one month applies.

Message—A completed communication between two telephone numbers and classified as either Local or Toll.

Message, Local—A message between telephones where the called telephone is within the unlimited, message unit or primary calling area of the calling telephone.

Message, Toll—A message between telephones in different local calling areas for which a Message Telecommunications Service charge applies.

Message Telecommunications Service (MTS)—Service that furnishes facilities for telecommunications between local service areas. The terms toll and long distance are used interchangeably throughout this Product Guide.

Message Unit—The unit of measurement for charging for coin and premium measured business service local messages.

Minimum Service Period—A stated length of time that a customer is required to retain service at a specific location.

Miscellaneous Common Carriers—Communications common carriers, as defined in Part 21 of the FCC's Rules, that are not engaged in the business of providing either a public land line message telephone service or public message telegraph service.

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1.1.5 Definitions
Move —The relocation, on the same premises, of equipment and wiring associated with a customer's service.
Multi-Central Office Exchange —An exchange served by more than one central office.
Municipality —A term applied to a city or a town but not to any entity larger than a city, for example, a county.
Multi-line Terminating System —Switching equipment (e.g., PBX, Centrex C.U., ACD), or key telephone systems that are capable of terminating more than one exchange access line, DTFS access line, private line, or channel from a communications system or a combination of these.
Network Access Line —The exchange line from the serving central office terminating at the demarcation point.
Network Control Signaling —The transmission of signals used in the exchange and message telecommunications system, performing functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, and other audible tone signals to control the operation of transmission and switching systems within the telecommunications network.
Network Control Signaling Unit —Terminal equipment furnished, installed and maintained by the customer for the provision of network control signaling.
Network Interface —A standard FCC Registration Program jack or equivalent that may be installed by Verizon as part of the network access line at the demarcation point.
Network Terminating Wire —Wire installed for network service for a specific customer and used to connect the intrabuilding network cable or the outside plant distribution facilities to the demarcation point.
Nondirectory Listed Service —Exchange service telephone numbers not listed in Verizon's directory, but carried in Verizon's directory assistance records and given to any calling party on request.
Nonlisted Service —Exchange service telephone numbers not listed in Verizon's directory or carried in Verizon's directory assistance records. There are no restrictions against giving out these numbers if they are known. This service is provided only to customers with other listed exchange service, either a complete listing or in directory assistance records only.
Nonpublished Service —Exchange service telephone numbers not listed in Verizon's directory or carried in Verizon's directory assistance records and not available to the general public.
Nonrecurring Charge —A charge applying to the provision of certain items of service and equipment or facilities as distinguished from the service charges applicable for the establishment of telephone service.

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1. Product Guide Information and General Terms of Service**1.1 Product Guide Information**

1.1.5 Definitions
Normal Types of Construction —Aerial or underground construction.
On Premises Distribution Cable —Cable installed and owned by Verizon within a building or between buildings on the same continuous property to connect customer premises wire to the general cable distributing plant for the purpose of providing exchange or private line service. All facilities on Verizon's side of the demarcation point interface are considered to be on premises distribution cable.
Premises Wire —All wire within a customer's premises located beyond the demarcation point.
Private Branch Exchange System (PBX) —An arrangement of switching equipment, consisting of a manually operated attendant position or console, or dial switching apparatus, or both, with connecting central office and PBX telephones and lines.
Private Line Service —Channels or channels and equipment furnished to a customer for communication between specified locations.
Private Property Construction —Construction on a private property to serve one customer.
Rate Center —A specified geographical location within an exchange area from which mileage measurements are determined for the application of toll rates and private line interexchange mileage rates.
Registered Equipment —Equipment that complies with and has been approved within the registration provisions of Part 68 of the FCC's Rules and Regulations.
Resale —The sale of intraLATA services by a reseller to others in accordance with any rules and regulations set forth by the Department.
Reseller —A business customer who subscribes to certain intraLATA services to re-offer these services to others in accordance with any rules and regulations set forth by the Department. The reseller is the customer of record in a resale arrangement.
Restoral of Service —The return of service following a period of temporary interruption for nonpayment of bills, provided this return occurs prior to discontinuance of the service.
Rewire —The additional termination of a new or existing line at an in-service location or the rearrangement of a line termination.
Same Continuous Property —A continuous plot of ground occupied or managed by one customer, excluding a private reseller, or contiguous plots of ground occupied by the one customer, the plot or plots located within the same exchange. When a customer owns (or leases) and is the sole occupant of properties on both sides of a street, alley, or railroad right-of-way, that otherwise would constitute a continuous plot, and for systems provided by Verizon, the properties are considered the same continuous property if the supporting structures required for the wire facilities between the properties are customer owned and built by the customer or built by Verizon at the customer's expense.

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1.1.5 Definitions
Secretarial Service —An arrangement of terminal equipment permitting the answering at one location of calls to main telephone lines of different customers when these lines are unattended.
Secretarial Service Equipment —An arrangement of telephone service furnished at secretarial answering bureau locations where the termination of a customer's line is not in a secretarial service board.
Service Charges —Charges in connection with the ordering or connection of services and equipment.
Service Point —This term when used in connection with private line service denotes an exchange in which an interexchange channel is terminated in a Verizon central office at the request of the customer.
Services —Or “service” means any retail products and services offered by Verizon that are included in this Product Guide, except where the context indicates otherwise.
Service Terminal —A facility for connecting and terminating a Private Line Series 5000 channel in equipment at the customer's premises and also where, at the request of the customer, the channel is terminated in a Verizon central office.
Shared Tenant Service (STS) —The provision by a developer, landlord, building owner or contractor of telecommunications and related services to tenants. Such services are resold and shared in accordance with any rules and regulations set forth by the Department. The developer, landlord, building owner or contractor is the customer of record in an STS arrangement.
Sharing —The shared use of certain intraLATA services by a business customer with others on a shared cost basis in accordance with any rules and regulations set forth by the Department. There is one customer of record in a sharing arrangement.
Single-Ended Terminal Device —A terminal device that terminates only one line at a given time (e.g., headset).
Standard Jack —Verizon provided means of connection, subject to specifications and requirements of the FCCs Registration Program, for connecting terminal equipment or multi-line terminating systems to telecommunications services.
Station —The station as used in connection with private line services denotes the transmitting or receiving equipment, or combination transmitting and receiving equipment, at any location on a premises and connected for private line service, or when the service involves only channels, denotes a point on a premises where a channel is terminated. Used in connection with Private Line Series 6000 channels, a station denotes premises designated by the customer where material is transmitted to or received from a program transmission channel. A point of connection of Verizon interexchange and local channels is not a station.
Station Connection —The station connection as used in connection with Private Line Series 6000 channels denotes central office amplifying equipment and services including special supervision that may be required when a station transmits program material to, or receives program material from, an interexchange channel.

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1. Product Guide Information and General Terms of Service**1.1 Product Guide Information**

1.1.5 Definitions
Studio —A premises under the customer's control and arranged to prevent access by unauthorized persons where program material originates or is received for transmission to a program transmission channel.
Switching Equipment —Equipment that performs the function of establishing and releasing connections between two or more Verizon provided services or Verizon provided service(s) and a multi-line terminating system(s) provided by the customer. The equipment operates to establish each connection for the purpose of transmission of communications and to release the connection, or generate a supervisory signal for the manual release of the connection by an attendant, immediately following the conclusion of each call.
Temporary Suspension of Service —An arrangement whereby service is made inoperative for a temporary period at the request of the customer.
Terminal Equipment —Devices, apparatus, and their associated wiring provided by a customer which do not constitute a multi-line terminating system and which, when connected to the communications path of the telephone system, are so connected either electrically, acoustically, or inductively.
Termination Charge —The charge made when the service for which a MTL applies is terminated by the customer prior to the expiration of the minimum service period.
Tie Line —A channel connecting two PBX systems, two Centrex systems, or two other systems utilizing pooled line facilities or any two of the preceding systems.
Tribal Lands —A term as codified in the Federally Recognized Indian Tribe List Act of 1994, and as defined in Subpart A of the regulations promulgated by the United States Department of Interior's Bureau of Indian Affairs, Section 20.1(v) and 20.1(r). Such term includes the BIA definitions of "reservation " and "near reservation".
Trunk Line —A central office line terminating in a PBX system, certain automatic call distributor and answering service systems, or other switching equipment that utilizes pooled line facilities.
Unauthorized Attachment or Connection —Any terminal equipment, multi-line terminating system, or communications system that is attached to the facilities of Verizon contrary to provisions of this Product Guide.
Verizon —Verizon New England Inc.
Wideband Channel —As used in connection with Private Line Series 5000 channels is a channel that has the total equivalent of 12 or more Private Line Type 2001 (voice grade) channels.
Wiring, Complex —Wire associated with other than one and two line non-key service and located on the customer's side of the demarcation point.
Wiring, Simple —Premises wiring associated with one or two line non-key customers.

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1. Product Guide Information and General Terms of Service**1.2 Application of Product Guide**

1.2.1 General	
A.	This Product Guide sets forth the prices, terms and conditions under which Verizon agrees to provide the services described herein to its retail customers ("customer," "you" or "your") and under which its customers agree to purchase and use the services. The terms of service in this section 1 apply to all services in this Product Guide furnished within a single LATA in the Commonwealth of Massachusetts (including service to telephones located in a Massachusetts LATA connected to and served from a central office in another state). Additional terms of service, pertaining to specific service offerings, accompany such offerings in various sections of this Guide. To the extent the terms of service specific to a particular product or service conflict with generally applicable terms of service in this Product Guide, the terms of service specific to a particular product or service will control.
B.	This Product Guide becomes a binding contract upon acceptance by you, the customer. You accept the Product Guide upon ordering, using or paying for a product or service included in this Guide.
C.	This Product Guide applies even if you have entered into a separate contract for services for a specified time period; provided, however, in the event of a conflict between the terms in the separate contract and the terms in this Product Guide, the terms in the separate contract shall control with respect to services subject to that contract.
D.	This Product Guide is available at http://www.verizon.com/Product_Guides . You can obtain further information regarding Verizon services by calling 1-800-VERIZON (1-800-837-4966).
E.	Subject to applicable law, we reserve the right to change, rearrange, add, delete or otherwise modify this Product Guide by posting revisions on the above website. We will provide you with 30 days' notice of any increase in prices for services included in this Guide. By continuing to use a service after revisions are in effect, you accept and agree to all revisions.

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1. Product Guide Information and General Terms of Service

1.3 Use of Service

1.3.1 Lawful Use	
A.	Service is furnished subject to the conditions that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency acting within its jurisdiction advises that such service is being used or will be used in violation of law. If Verizon receives other evidence that such service is being or will be so used, it will discontinue or deny the service and/or refer the matter to the appropriate law enforcement agency.
B.	Verizon reserves the right to refuse or discontinue service immediately and without advance notice to the customer because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes the following actions. 1. The use of service or facilities of Verizon to transmit a message or to locate a person, or otherwise to give or obtain information without payment of the applicable charge. 2. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, telephone service, by rearranging, tampering with, or making connection with any facilities of Verizon, or by any trick, scheme, false representations or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service. 3. The use of service or facilities of Verizon in a manner reasonably to be expected to frighten, abuse, torment or harass another, including Verizon personnel. 4. The use of profane or obscene language. 5. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers. 6. The use of the service to report phantom service problems resulting in repeated and/or unnecessary service calls. 7. Conduct that tends to injuriously affect the efficiency of Verizon's facilities or operations.

1.3.2 Resale and Sharing	
All Verizon services, currently offered as of December 1, 1986, may be resold or shared subject to the following.	
A.	The customer must conform to any applicable rules and regulations set forth by the Department.
B.	A private reseller and a reseller offering service for public use may receive service under this Product Guide or DTC MA No. 15, except that unlimited Centrex, unlimited Flexpath, unlimited business exchange service and Lifeline, Link-Up America, Enhanced Lifeline and Expanded Link Up America Program as specified in this Product Guide are not available to resellers offering service for public use.
C.	Verizon retains the right to serve the patrons of resellers or sharers of telephone service directly if such users so desire and provides service to a reseller or sharer only on the condition that Verizon is permitted access or right-of-way under reasonable terms and conditions to directly serve such users.

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1.3 Use of Service

1.3.2 Resale and Sharing	
D.	Verizon bills only the customer of record who is at all times responsible for payment of the full amount of all charges incurred.
1.	The customer of record is responsible for any allocation of charges for resold or shared service.
2.	Applications for service as well as requests for additions, rearrangements, or discontinuance of service will be accepted only from the customer of record or from the legally authorized and designated agent of the customer of record where that authorization has been confirmed in writing.
3.	Whenever customer notification is required, Verizon is responsible for notification only to the customer of record.
E.	Directory listings for patrons of resellers or sharers are subject to the rates, terms and conditions for business additional listings.
F.	The furnishing of facilities and service provided under this Product Guide to resellers, sharers or STS providers is subject to the provisions for construction (refer to Section 2).

1.3.3 Connection to Verizon Facilities	
A.	Terminal equipment, multi-line terminating systems, premises wire and communications systems may be connected with facilities furnished by Verizon in accordance with the provisions contained in this Guide. If any unauthorized attachment or connection is made contrary to the provisions of this Guide, Verizon has the right to remove or disconnect the same; or to terminate service; or to suspend the service during the continuance of said attachment or connection in accordance with the terms of this Product Guide.
1.	When any terminal equipment, multi-line terminating system, communications system, or premises wire is used with telecommunications services in violation of any of the provisions of this Guide, Verizon will take such immediate action as necessary for the protection of the network and will promptly notify you of the violation. You must either discontinue such use of the terminal equipment, multi-line terminating system, communications system, or premises wire, or correct the violation. In addition, you must confirm in writing to Verizon within ten days following the receipt of written notice from Verizon that such use has ceased or that the violation has been corrected.

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.3 Use of Service****1.3.3 Connection to Verizon Facilities****A.1.** (Continued)

- a. Failure of the customer to discontinue such use, or to correct the violation, and to give the required written confirmation to Verizon within the required timeframe, will result in suspension of the customer's service until such time as the customer complies with the provisions of this Guide.

1.3.4 Provision and Ownership of Equipment and Lines

- A.** Except as otherwise provided in this Product Guide, equipment and lines furnished by Verizon on the premises of a customer, authorized user, patron of a reseller, sharer of service or agent of Verizon are the property of Verizon and are provided upon the condition that such facilities must be installed, relocated and maintained by Verizon. You agree that Verizon's employees or designees may enter said premises at any reasonable hour to install, inspect, upgrade, remove or maintain the equipment and lines. Customer premises wire may be installed and/or maintained by the customer. Without limiting the generality of the foregoing language, subsection (1) below, applies in the circumstances described.
- 1.** For purposes of this subsection:
- a. The "Owner" of a property includes both the actual owner and the managing agent or other representative designated by the Owner; and in the case of a condominium means the Owner of the common areas of the property.
- b. A "Building" is any property occupied by persons other than the Owner who are customers of Verizon, regardless of whether the Owner also occupies a portion of the Building.
- c. A "Converting Building" is a Building in which Verizon has notified the Owner of the building and its customers occupying the Building of its intention to upgrade its network by replacing copper facilities serving customers in the building with fiber-optic cables and related facilities.
- d. "Refusal" (and terms such as "refuse" or "refuses") refers to a situation in which an Owner has either expressly denied Verizon access to a Converting Building for purposes of installing fiber-optic cables and related facilities, or has conditioned access on unreasonable terms or conditions, or has not responded to Verizon's request for such access, or has unreasonably delayed by not permitting access prior to the deadline set forth by Verizon in a communication to the Owner.
- 2.** If an Owner of a Converting Building refuses Verizon access to the Building for purposes of installing fiber-optic cables and related facilities, Verizon may, on reasonable notice to the Owner and any affected customers, discontinue the provision of service to any of its non-residential customers in the Converting Building.

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1.3.5 Minimum Service Periods

- A.** The minimum charge for service at any premises, except as otherwise specified, is one month's charge. The right is reserved to require a minimum charge in excess of one month's charge in connection with special equipment.
- B.** Where service subject to a minimum service period of more than one month is furnished, a termination charge may apply as specified elsewhere in this Guide. The charge is determined by reducing the MTL in effect at the same time service is ordered or installed.
- C.** If the period of use exceeds one month, the charges for the fractional part of a month following and consecutive with a full month are a proportionate part of the monthly charges, based on the actual number of days the service is furnished. For the purpose of determining charges for a fractional part of a month, every month is considered to have 30 days.

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.4 Responsibility of Verizon

1.4.1 Furnishing of Service	
A.	We will provide the services covered by this Product Guide where we have suitable rights and facilities available to provide the particular services and will provide the services using the facilities and technologies best suited to provide the particular services efficiently and economically. We will provide thirty (30) days written notice to you if your service will be discontinued under the terms set forth in this section.
B.	Verizon reserves the right to refuse an application for service made by, or for the benefit of, a former customer who is indebted to Verizon for telephone service previously furnished.
C.	Telephone numbers are used to facilitate use of the services provided by Verizon. You have no ownership interest in a telephone number or any other call number designation associated with services furnished by Verizon, and no right to the continuance of service through any particular central office. We reserve the right to change telephone numbers, or the central office designation associated with such numbers, or both, assigned to you, whenever we deem it necessary to do so. You acknowledge and consent to the disclosure of the telephone number (whether published, non-published or non-listed) and associated name and address for use in connection with Emergency Number 911 and upon demand of lawful authority.
D.	Verizon reserves the right to restrict the amount of services and equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished.
E.	In compliance with the FCC Memorandum Opinion and Order released December 16, 1992, Verizon will provide the following Open Network Architecture (ONA) services to customers under rates, terms and conditions approved by the Department. 1. Dialed Number Identification Service (DNIS) on Dedicated Toll Free Service. 2. Trunk Group Make Busy.
F.	Verizon retains title to all materials, including wire and cable, that it installs.
G.	Service Line Limitations - Depending upon the availability of facilities, the Company will provide a maximum of two lines per service address.

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Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.4 Responsibility of Verizon

1.4.2 Service Observing

- A.** It is the policy and practice of Verizon not to monitor any conversations between its customers. In order to determine the quality of service being given to its customers and to be in a position to improve the service, it is the practice of Verizon to observe, on a random sample basis, the handling of customer calls by its employees and the functioning of its equipment.
- 1.** Service observations on calls between customers are made to insure the proper handling of these calls by Verizon's employees and its equipment. Service observations are also made on calls between customers and Verizon relating to matters such as business office, repair, information, and intercept services. Service observing is done in accordance with published Verizon practices which are available for inspection by regulatory authorities.

1.4.3 WARRANTY DISCLAIMER

- A.** EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THIS PRODUCT GUIDE, VERIZON DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF VERIZON KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. VERIZON DOES NOT WARRANT THAT THE SERVICES WILL MEET YOUR NEEDS OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

1.4.4 Liability

- A.** EXCEPT FOR DAMAGES RESULTING FROM THE UNAUTHORIZED OR ILLEGAL USE OF THE SERVICES BY YOU OR YOUR FAMILY, GUESTS OR EMPLOYEES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES INCLUDING, WITHOUT LIMITATION, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING IN CONNECTION WITH THE SERVICES, EVEN IF THE PARTY KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.
- B.** OUR MAXIMUM TOTAL LIABILITY TO YOU AND YOUR MAXIMUM TOTAL LIABILITY TO US IN CONNECTION WITH THE SERVICES, FOR ANY AND ALL CAUSES OF ACTION AND CLAIMS, WILL BE:
- 1.** FOR DAMAGES DUE TO FAILURES OR DISRUPTIONS IN THE SERVICES CAUSED BY THE PARTY'S NEGLIGENCE OR BREACH OF OBLIGATIONS UNDER THE PRODUCT GUIDE, THE CHARGES FOR THE AFFECTED SERVICES PRORATED FOR THE PERIOD OF THE FAILURE;
 - 2.** FOR DAMAGE TO REAL OR PERSONAL PROPERTY OR BODILY INJURY OR DEATH TO ANY PERSON PROXIMATELY CAUSED BY THE PARTY'S NEGLIGENCE, THE AMOUNT OF DIRECT DAMAGES PROVEN;
 - 3.** FOR INDEMNITY, THE REMEDIES SET FORTH HEREIN;
 - 4.** FOR ANY DAMAGES ARISING OUT OF THE WILLFUL OR INTENTIONAL MISCONDUCT OF THE PARTY, THE AMOUNT OF DIRECT DAMAGES PROVEN;

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.4 Responsibility of Verizon**

1.4.4 Liability	
B.	(Continued)
5.	FOR ALL OTHER DAMAGES NOT SET FORTH ABOVE AND NOT EXCLUDED UNDER THIS PRODUCT GUIDE, OUR MAXIMUM TOTAL LIABILITY TO YOU AND YOUR MAXIMUM TOTAL LIABILITY TO US DURING ANY TWELVE-MONTH PERIOD SHALL BE LIMITED TO THE LESSER OF (i) DIRECT DAMAGES PROVEN, OR (ii) THE AMOUNT PAID BY YOU TO VERIZON FOR THE ONE-MONTH PERIOD PRIOR TO ACCRUAL OF THE MOST RECENT CAUSE OF ACTION FOR THE SERVICE UNDER THIS PRODUCT GUIDE THAT GAVE RISE TO THE CLAIM.
C.	NOTHING IN THIS SECTION SHALL LIMIT YOUR LIABILITY TO US FOR ANY AND ALL CHARGES INCURRED FOR THE SERVICES.
D.	Indemnification. You agree to defend, indemnify and hold Verizon, its employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the services by you or any person you permit to use the services, including without limitation, liability resulting from the content of any communication such as defamation, fraud or invasion of privacy, any modification or combination of the services with other products or services not provided by Verizon, any modification of the services or any infringement of intellectual property.
E.	Verizon is not liable for any act or omission of any other company participating in a service or furnishing a portion of a service.
F.	Verizon is not liable to you or to any authorized user, joint user, sharer of service or patron of a reseller for injuries or damages to persons or property arising from the existence of premises wire or customer provided terminal equipment or power supply.
G.	Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third-party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that give rise to any claims of non-compliance of the Company with any applicable law, including the failure to purchase or implement features that enable compliance with laws.

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1.4.5 Failure of Service	
A.	For any complete failure of local exchange service caused by defects in or malfunction of Verizon facilities or equipment and not due to the negligence of the customer continued more than 24 hours and brought to the notice of Verizon within ten days, Verizon will make a prorata adjustment of charges for the period of the failure. For the purpose of determining a prorata adjustment, every month is considered to have 30 days.
B.	Allowance for interruptions of private line services involving extension line service (Private Line Type 2001A) or foreign exchange service (Private Line Type 2006) and other private line services is provided in accordance with the provisions of Part B.

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.4 Responsibility of Verizon**

1.4.6 Customer Satisfaction Guarantee	
A.	This guarantee provides a credit on the Verizon bill to residence and business customers (including PBX) who notify Verizon to disconnect any of the following services/features because the customer is dissatisfied. 1. Ultra Forward 2. Custom Calling—Call Forwarding, Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Waiting, Speed Dialing 8, Speed Dialing 30, Three Way Calling 3. Phonesmart—*69, Call Waiting ID, Call Waiting ID with Name, Caller ID-Number Only, Caller ID, Busy Redial and (for business customers only) Call Waiting ID Deluxe-Number Only and Call Waiting ID Deluxe. 4. Distinctive Ring 5. WorkSmart
B.	You are responsible for notifying Verizon if you decide to disconnect within sixty days of installation. When the expiration of the sixty day period falls on a weekend or legal holiday, you have until the first day following the weekend or legal holiday to notify Verizon. In such event, you will be entitled to a credit for the service/feature charge(s) and monthly rate(s) accrued through the disconnect date.
C.	The credit is equal to the Element 1 (Other Change) Service Order charge and the monthly rate you incurred for the service. 1. The credit does not apply to activation or usage charges associated with the service, to services offered under a contract, to services offered under a package offering, or to telephone equipment. 2. When multiple services are ordered at the same time, the credit for the Element 1 (Other Change) Service Order charge will not apply if you retain any one of the services ordered. 3. Each customer will be entitled to the credit one time per service/feature.

Effective: January 1, 2015

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.5 Responsibility of the Customer

1.5.1 Cancellation, Change, or Deferment Prior to Establishment of Service	
A.	When an application for service is cancelled or changed in whole or in part by the applicant prior to completion of the construction and installation, the applicant is required to pay to Verizon, upon demand, the total costs and expenses in connection with providing and removing the service less the estimated recoverable value, if any. The payment cannot exceed that specified under Section 1.5.1A1.
1.	When an application is cancelled or changed by the applicant in whole or in part after completion of the construction and installation but prior to the establishment of service, the applicant is required to pay to Verizon, upon demand, the applicable minimum and termination charges specified in this Product Guide and any applicable nonrecurring, connection and construction charges.
2.	When an applicant requests a change in the location of all or part of the facilities provided for the service prior to completion of the construction and installation, and the applicant is required to pay to Verizon, upon demand, the difference between the total costs and expenses incurred by Verizon in completing the construction and installation and that which would have been incurred had the final location of facilities been specified initially. The payment cannot exceed that specified under Section 1.5.1A1.
B.	When a deferment of the date for placing facilities and equipment in-service is requested by the applicant after the start of construction (usually at the time the required equipment has been purchased by Verizon), charges based on costs apply, upon demand by Verizon, for any deferment in excess of one month. The costs include the monthly carrying charges on Verizon's investment in equipment and facilities at the time of the deferment plus any other specific costs applicable to the deferment. In no case will the placing in-service of equipment and facilities be deferred for more than 18 months. After 18 months the installation is considered cancelled, and the applicant is responsible for the payment of costs as specified in Section 1.5.1A.

1.5.2 Equipment Space and Power	
A.	The customer is responsible for providing suitable electric power at a convenient outlet when and where required, unless otherwise provided in this Product Guide. In the event of a power failure, no allowance is made for interruption of service.
B.	Equipment furnished to the customer by Verizon shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof excepted.

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.5 Responsibility of the Customer**

1.5.3 Liability	
A.	In addition to any other remedy that may be available to it, Verizon may, upon notice to you, discontinue your service and/or terminate your account for violation of any of the terms of this Product Guide or rules of the Department. If we discontinue your service for any reason but subsequently restore it, a restoral charge will apply. If we terminate your account following discontinuance and you subsequently order and we provide new service, nonrecurring charges for the establishment of service will apply.
B.	In case of damage, loss, theft or destruction of equipment and facilities furnished by Verizon due to the negligence or willful act of the customer or other persons authorized to use the service, the customer may be required to pay the expense incurred by Verizon to replace or restore the equipment and facilities to their original condition.

1.5.4 Notification for Termination of Service	
A.	You may terminate services that are based on packet, optical and wave technology, including Transparent LAN Services, Service and data services in bandwidths greater than 1.5 Mbps by giving 30 business days' notice, either written or electronic. You should submit your request to disconnect services via Verizon's online account management tool at https://enterprisecenter.verizon.com . Notice is deemed effective only if you receive confirmation of receipt from Verizon. You should contact the account representative or Verizon's Customer Service if you do not receive such confirmation within 2 business days.
B.	For all other services, Verizon reserves the right to require notice of not less than ten days of your desire to terminate the service.

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1.5.5 Payment for Service	
A.	You are responsible for paying all charges for the service(s) we provide to you on or before the payment due date specified in your monthly bill.
1.	You are responsible for paying all charges associated with the services, including all applicable taxes, fees, surcharges, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges. These amounts are subject to change without notice to you, except as may be required by law. Charges for ancillary services such as service installation, processing change orders, directory assistance and operator services, will be assessed at the rates posted in this Guide in Section M, and such charges are also subject to change without notice to you, except as may be required by law. Promotional pricing and terms expire in accordance with the terms applicable to each promotion, without further notice to you.
2.	You remain responsible for paying all charges for your service until you notify us that you want to cancel your service. Your obligation to pay charges for your service ends on the date your service is disconnected. Because we are not obligated to monitor how often you use a service, we will not reimburse or otherwise credit your account for any amount if you stopped using a service (whether partially or fully) before you notified us to cancel it.
a.	You are responsible for all charges for service rendered at your telephone, including charges for toll messages on which the charges have been made collect.

Effective: March 31, 2021

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.5 Responsibility of the Customer

1.5.5 Payment for Service	
3.	Two people who reside at the same address may elect to have one or both persons' names appear on the bill for telephone service.
4.	If you fail to pay an amount you owe us when it is due and the total of any such unpaid amounts is \$25 or more, we may, after notice to you, discontinue your service and terminate your account. If we discontinue but subsequently restore your service, a restoral charge will apply. If we terminate your account following discontinuance and you subsequently order and we provide new service, nonrecurring charges for the establishment of service will apply.
B.	Late Payment
1.	For business customers, all amounts outstanding 25 days or more from the date on which the bill for such amounts is mailed are subject to a late payment charge, with the exceptions specified in Sections 1.5.5.B.3 and 1.5.5.B.4. The late payment charge will be calculated at an annual rate of interest which is the equivalent of the rate paid on two-year United States Treasury notes for the preceding 12 months ending December 31 of any year, plus 10%.
2.	Residence customer bills for service are due on the due date specified on the bill. A customer shall be given 30 calendar days from the date of receipt of the bill for payment in full. If payment is not received by the customer's next billing date, a late payment charge of 1.5% or \$5.00 minimum, whichever is greater, will be applied to all previously billed charges relating to telephone services with the exceptions specified in Section 1.5.5.B.3.
a.	The 1.5% late payment charge applies to outstanding balances of \$5.00 or less. The 1.5% late payment charge or the \$5.00 minimum late payment charge, whichever amount is greater, applies to outstanding balances greater than \$5.00.
3.	The late payment charge will not apply on the following amounts or accounts:
a.	Any disputed amounts of a customer bill on which a dispute is pending;
b.	The final bill amount for a customer account, except that any late payment charges included in the balance on a final statement are still due;
c.	Residential accounts in an approved deferred payment arrangement; and
d.	Lifeline customers.
4.	The following entities are temporarily exempt from application of late payment charges.
a.	All agencies of the Commonwealth, including constitutional offices, the legislature and the judiciary.
b.	Cities, towns, municipalities, counties and other political subdivisions of the Commonwealth, including school and other services districts.
c.	Authorities, commissions, and institutions of higher education of the Commonwealth, as well as quasi-public agencies for the benefit of the citizens of the Commonwealth.
C.	Returned Check— Whenever a check or draft presented for payment of services is declined for payment by the institution on which it is written, a returned check charge applies per check or draft written.

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.5 Responsibility of the Customer

1.5.6 Deposits	
A.	In order to safeguard it against loss of charges due at the time service may be terminated, Verizon may require a customer or applicant for telephone service to make a deposit. For Business customers, the deposit will not exceed the overall average amount of exchange and usage charges for services provided to small business customers for two months.
1.	The rate of interest for residence customers is 7% per annum.
2.	The rate of interest for business customers is equivalent to the rate paid on two year United States Treasury notes for the preceding 12 months ending December 31 as reported in the most current Federal Reserve Bulletin monthly publication.
B.	Interest is credited to the customer annually, or upon termination of the service, or upon the return of the deposit by Verizon, and shall in no way relieve the customer or applicant from compliance with provisions of this Guide as to advance payments (if any) and the prompt payment of bills, nor constitute a waiver or modification of the practices of Verizon for the discontinuance of service for nonpayment of any sums due for service rendered.

1.5.7 Property Tax Surcharge	
A.	Residence Customer— The Property Tax Surcharge applies as a line item on Residence customer bills. For Residence customers the monthly surcharge is \$2.29 per line and payment is due on the due date specified on the bill. Following are the Residential services subject to the Property Tax Surcharge:
1.	Regional Package Unlimited, Local Package, Local and Toll Package, Local Package Extra, Metropolitan Package, Metropolitan Package Extra, Regional Package Extra, Regional Package, Regional Essentials and Regional Value.

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.5 Responsibility of the Customer

1.5.7 Property Tax Surcharge	
B.	Business Customer— The Property Tax Surcharge applies as a line item on Business customer bills. For Business customers the monthly surcharge is as follows and payment is due on the due date specified on the bill: 1. Dial Tone Line or packages that include a Dial Tone Line - \$2.60 per line 2. ISDN Basic Service - \$2.60 per Digital Subscriber Line 3. ISDN Primary Service - \$13.00 per Port 4. Flexpath Digital PBX - \$62.40 per Digital Port 5. Analog to Digital Conversion PBX Service - \$62.40 per Converter 6. Analog and Digital Centrex Services or packages that include Centrex Services, and ISDN Digital Centrex Lines – per Line 1 Line - \$2.60 2 Lines - \$1.30 3 Lines - \$0.87 4 Lines - \$0.65 5 Lines - \$0.52 6 Lines - \$0.43 7 Lines - \$0.37 8 Lines - \$0.33 9 or more Lines - \$0.29

1.5.8 Responsibility of the Customer with Respect to Certain Customer-Provided Systems	
A.	For purposes of this subsection 1.5.8, 'Customer-Provided Systems' means multi-line telephone systems, as defined in 47 CFR § 9.3, that are interconnected with services offered by the Company pursuant to this Product Guide. Nothing in these provisions should be interpreted to mean that all multi-line telephone systems, as defined in 47 CFR § 9.3, are suitable for interconnection with such Company services. 1. Customer-Provided Systems connected to the Company's network which were manufactured, imported, sold, leased, or installed after February 16, 2020 must be configured to*: • allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and

* Pursuant to 47 CFR § 9.16(b)(1) and (2).

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Effective: February 2, 2022

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.5 Responsibility of the Customer

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1.5.8 Responsibility of the Customer with Respect to Certain Customer-Provided Systems	
A.1. (Cont'd)	
	provide Customer-Provided Systems notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system. Customer-Provided Systems notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.
2.	A person engaged in the business of installing Customer-Provided Systems* may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating Customer-Provided Systems may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. §9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements: - On-premise fixed telephones associated with Customer-Provided Systems must provide dispatchable location by January 6, 2021; - No later than January 6, 2022, on-premise non-fixed telephones associated with Customer-Provided Systems must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3; - No later than January 6, 2022, off-premise non-fixed telephones associated with Customer-Provided Systems must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost. - Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022.

* Pursuant to 47 C.F.R. § 9.16(b)(3).

(N)

Effective: February 2, 2022

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.5 Responsibility of the Customer

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1.5.8 Responsibility of the Customer with Respect to Certain Customer-Provided Systems	
A.2. (Cont'd)	
	Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.
3.	Customer Equipment, PBXs and Channels
a.	All Customer-Provided Systems connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send Customer-Provided Systems notifications as described in Section 1.5.8.A.1. Customer-Provided Systems must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section 1.5.8.A.2
4.	Customers who connect Customer-Provided Systems to the Company's facilities agree to defend and indemnify the Company for acts and omissions that give rise to any claims of non-compliance, as described in Section 1.4.4.G.

(N)

Effective: February 2, 2022

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.6 Local Access and Transport Areas**

1.6.1 Eastern (617/508) LATA–Exchanges and Localities Served	
A.	Acton, Amesbury, Andover, Arlington, Ashburnham, Ashby, Assonet, Athol, Attleboro, Auburn, Ayer
B.	Barnstable, Barre, Bellingham, Belmont, Berlin, Beverly, Billerica, Blackstone Locality, Bolton, Boylston, Braintree, Brewster, Bridgewater, Brighton, Brockton, Brookline, Bryantville, Burlington, Buzzards Bay
C.	Cambridge, Canton, Carver, Cataumet, Central, Charlestown, Charlton, Chatham, Chealsea, Chilmark, Clinton, Cohasset, Concord
D.	Danvers, Dedham, Dennis, Dighton, Dorchester, Dover, Duxbury
E.	East Boston, East Bridgewater, East Douglas, Easton, Edgartown, Essex, Everett
F.	Fall River, Falmouth, Fitchburg, Foxboro, Framingham, Franklin
G.	Gardner, Georgetown, Gloucester, Grafton, Groton
H.	Hamilton, Hanover, Harvard, Harwich, Haverhill, Hingham, Holden, Holliston, Hopkinton, Hubbardston, Hudson, Hull, Hyannis, Hyde Park
I.	Ipswich
J.	Jamaica Plain
K.	Kingston
L.	Lawrence, Leicester, Leominster, Lexington, Lincoln, Littleton, Lowell, Lunenburg, Lynn, Lynnfield
M.	Malden, Manchester, Mansfield, Marblehead, Marion, Marlboro, Marshfield, Mattapoisett, Maynard, Medfield, Medford, Medway, Melrose, Merrimac, Middleboro, Milford, Millbury, Millis, Milton
N.	Nantucket, Natick, Needham, New Bedford, Newburyport, Newton, North Attleboro, North Brookfield, North Reading, North Swansea Locality, Northboro, Norton, Norwell, Norwood
O.	Oakham, Orange, Orleans, Osterville, Oxford
P.	Peabody, Pepperell, Petersham, Plymouth, Princeton, Provincetown
Q.	Quincy
R.	Randolph, Reading, Rehoboth Zone, Revere, Rochester, Rockland, Rockport, Rowley, Roxbury, Rutland
S.	Sagamore, Salem, Saugus, Scituate, Seekonk Locality, Sharon, Shirley, Shrewsbury, Siasconset, Somerville, South Boston, Southbridge, Southgate Locality, Spencer, Sterling, Stoneham, Stoughton, Sturbridge, Sudbury
T.	Taunton, Templeton, Topsfield, Townsend, Tyngsboro
U.	Upton, Uxbridge

Effective: January 1, 2015

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.6 Local Access and Transport Areas****1.6.1 Eastern (617/508) LATA–Exchanges and Localities Served**

V.	Vineyard Haven
W.	Wakefield, Walpole, Waltham, Wareham, Watertown, Wayland, Webster, Wellesley, Wellfleet, West Boylston, West Newbury, Westboro, Westford, Westminster, Westport, Weymouth, Whitinsville, Whitman, Wilmington, Winchedon, Winchester, Winthrop, Woburn, Worcester, Wrentham

1.6.2 Western (413) LATA–Exchanges and Localities Served

A.	Adams, Amherst, Ashfield
B.	Becket, Belchertown, Bernardston, Blanford, Brimfield
C.	Charlemont, Chester, Chesterfield, Chicopee, Colrain, Conway, Cummington
D.	Dalton
E.	East Longmeadow, Easthampton
F.	Gilbertville, Granville, Great Barrington, Greenfield
G.	Hampden, Hatfield, Hinsdale, Holyoke, Housatonic, Huntington
H.	Lee, Lenox, Longmeadow, Ludlow
I.	Millers Falls, Monroe Bridge Locality, Monson, Montague
J.	North Adams, Northampton, Northfield
K.	Otis
L.	Palmer, Pittsfield
M.	Russell
N.	Sandisfield, Sheffield, Shelburne Falls, South Deerfield, Southwick, Springfield, Stockbridge
O.	Turners Falls
P.	Ware, Warren, West Stockbridge, Westfield, Wilbraham, Williamsburg, Williamstown, Worthington

Effective: January 1, 2015

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.7 Customer Assistance Programs**

1.7.1	Lifeline	
A.	Lifeline provides for a reduction in the monthly rate for one exchange service line per household for eligible residence customers. Eligible customers are as follows	
1.	Recipients of Medicaid	
2.	Recipients of Supplemental Security Income (SSI)	
3.	Recipients of Federal Public Housing Assistance (Section 8)	(T)
4.	Customers whose annual income is at or below 135% of the Federal Poverty Guideline	(T)
5.	Participants in the Supplemental Nutrition Assistance Program (SNAP)	(T)
6.	Veterans Pension Benefit	(T)
7.	Veteran Survivors Pension Benefit	(T)
8.	Individuals who live on Tribal Lands and participate in one of the following programs:	(T)
a.	The Bureau of Indian Affairs (BIA) General Assistance	
b.	Head Start (income eligible)	
c.	Tribally Administered Temporary Assistance for Needy Families (Tribal TANF)	
d.	The Food Distribution Program	
B.	Eligibility will be determined by the relevant government agency in accordance with guidelines on file with the agency. Upon receipt by Verizon of eligibility certification by said agency or its designee, Verizon will provide a reduction in accordance with the following provisions.	
1.	A recurring reduction consisting of a specified amount of state and federal assistance shall apply to the monthly rate for one residence exchange service line furnished to an eligible residence exchange service customer. This reduction may be applied to the monthly rate for the following services.	
a.	One-party unlimited basic exchange service	(D)
b.	Low Use and Standard Residence Measured Service 4E (Four Element)	
c.	Residence Measured, Circle Calling, Suburban, Metropolitan, Bay State East, or Call Around 413 Plus	
2.	The following services: Circle Calling, Suburban, Metropolitan, Bay State East and Call Around 413 Plus are limited to customers of record, at existing locations, on or before December 15, 2004.	

Effective: June 15, 2018

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.7 Customer Assistance Programs

1.7.1 Lifeline	
C.	A Lifeline service customer may voluntarily choose to block toll calls and access to interexchange carriers. Blocking is provided to Lifeline customers without charge.
1.	An eligible customer who elects toll blocking shall not be required to provide a service deposit to initiate the Lifeline credit.
D.	The service of an eligible customer receiving the Lifeline credit may not be disconnected for non-payment of toll charges unless a waiver of this provision is granted by the Department.
E.	A household is defined as any individual or group of individuals living together at the same address as one economic unit.

1.7.2 Link-Up America – Effective June 1, 2012, the Link-Up America Program is available only to eligible residents of Tribal lands.	
A.	Link Up America is a connection assistance plan that provides reduced connection charges for eligible households, for one telephone line per household at the principal place of residence.
B.	In order to qualify for connection assistance, the applicant must meet the following certification criteria.
1.	Applicant must meet agency determined income requirements as specified in Section 1.7.1A.
C.	The reduction in connection charges provided by this program is applicable to the service charges to install a network access line. The reduction is equal to one-half of the Element 1 and Element 2 service connection charges, not to exceed \$30.00.

1.7.3 Enhanced Lifeline	
A.	In addition to the reduction provided for under Lifeline (refer to Section 1.7.1), qualifying low-income individuals living on tribal lands are eligible to receive an additional basic monthly service rate reduction such that a minimum basic monthly service rate of one dollar, per month, per primary residential connection will apply.

1.7.4 Expanded Link Up America Program	
A.	In addition to the reduction provided for under Link Up America (refer to Section 1.7.2C), qualifying low income individuals living on tribal lands are eligible to receive an additional reduction of their service connection charges, not to exceed \$70.00, such that the combined reductions do not exceed one-hundred dollars per qualifying low income subscriber.
1.	The combined reduction is intended to cover any standard charges imposed as a condition of initiating service, including both line extension and initial connection charges up to the maximum amount of one hundred dollars. This reduction is not applicable to CPE, customer premises wiring (i.e., inside wiring), or other costs incurred on the customer side of the network interface/demarcation point.

1.7.5 Resale and Sharing	
A.	As of February 9, 2016 the following programs will no longer be available for resale: Lifeline, Link-Up America, Enhanced Lifeline and Expanded Link Up America Program.

(N)
|
(N)

Effective: February 9, 2016

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.8 Payment Plans

1.8.1 Conventional Payment Plan

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|-----------|--|
| A. | The Conventional Payment Plan is the standard method for payment and consists of a nonrecurring charge and a monthly rate. The monthly rate applies as long as the service is provided. This plan is applicable for all services not offered under the Companion Rate Plan, the Two Tier Rate Plan, or the Variable Term Payment Plan. |
| B. | Minimum Period— The minimum period for service provided by this rate plan is one month, unless otherwise specified. For service with a minimum period longer than one month, a MTL may apply. The MTL and the method for calculating the charge are specified in the rate schedule for the service. |

1.8.2 Companion Rate Plan

- | | |
|-----------|---|
| A. | The Companion Rate Plan consists of a nonrecurring charge and a monthly rate. The monthly rate applies as long as the service is provided. This plan, similar to the Conventional Payment Plan, is available with any service offered under the Two Tier Rate Plan. |
| B. | Minimum Period— The minimum period for service provided under this plan is one month. |

1.8.3 Two Tier Rate Plan

- | | |
|-----------|--|
| A. | The Two Tier Rate Plan is an optional method of payment available for certain services as specified in this Product Guide. The Two Tier Rate Plan consists of a customer selected service period, as indicated in the Two Tier Rate Plan description for the service, with two tiers of rates, identified as Tier A and Tier B, for each rate item. During the selected service period the Tier A and Tier B monthly rates apply. Thereafter the Tier B monthly rates apply. The Tier B rates are subject to adjustment to reflect changes in costs of providing the service to both new and existing customers. Two Tier customers who have not completed their selected service period at the time of a general rate increase are subject to an automatic Tier A Supplement. |
| 1. | In the event of a complete or partial discontinuance of service prior to the expiration of the selected service period, the customer is obligated to pay an amount equal to the present worth of the unpaid balance of the Tier A rates, less any credit that may be granted for the reuse of certain equipment items as described in Section 1.8.3D. |
| 2. | A customer who does not elect the Two Tier Rate Plan may obtain the same service under the Companion Rate Plan. |

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.8 Payment Plans****1.8.3 Two Tier Rate Plan**

- B. Monthly Rates and Nonrecurring Charges** are indicated in the Two Tier Rate Schedule. One time charges or system establishment charges applicable for an initial installation or one time charges applicable for a subsequent addition are payable in full with the first bill after installation. Nonrecurring charges for an initial installation or for a subsequent addition made under a new Two Tier selected service period are payable in full with the first bill after installation.
1. As an alternative to payment of nonrecurring charges with the first bill, the customer may elect to pay monthly equivalent rates over the selected service period. Under this option, the monthly equivalent rates are determined by using a time equivalent factor (refer to Exhibit 1.8.3-1 and Exhibit 1.8.3-2). Additionally, the monthly equivalent rates do not become an integral part of the Tier A monthly rates and they are not subject to either an automatic Tier A Supplement or termination credit. In the event of a complete or partial discontinuance of service prior to the expiration of the selected service period, the customer is obligated to pay an amount equal to the present worth of the unpaid balance if any, of the monthly equivalent rates.
 2. A customer may make a prepayment of all of the Tier A obligation at the time of the initial installation. The total Tier A obligation is adjusted to reflect the present worth by using the appropriate time equivalency factor.
 3. A customer may make a prepayment of part of the Tier A obligation at the time of the initial installation, or a prepayment of part or all of the remaining Tier A obligation at any time prior to the expiration of the selected service period. The amount of the prepayment is adjusted to reflect the present worth of the remaining obligation.
- C. Subsequent Additions** of service may be made under any of the following payment arrangements.
1. At rates and charges specified in the Companion Rate schedule.
 2. A new Two Tier selected service period may be chosen from the currently available options for the service.
 3. The same Two Tier selected service period as that for the existing service may be chosen so that the Tier A obligation for the addition expires at the same time as the existing Tier A obligation. Either of the following methods may be used for this arrangement. The Two Tier rate schedules effective at the same time of the addition are used in both computations.
 - a. Payment of an initial charge equal to the present worth of the total Tier A rates for the number of months elapsed from the existing obligation and the payment of the Tier A rates for the remaining months.
 - b. Payment of a higher Tier A rate for the addition to cover the present worth of the total Tier A rates for the selected service period within the remaining months of the existing contract. Nonrecurring charges may be paid in full with the first bill or added to the Tier A rate as indicated in Section 1.8.3B1.

Effective: January 1, 2015

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.8 Payment Plans****1.8.3 Two Tier Rate Plan**

- D. Discontinuance of Service—** In the event of a complete or partial discontinuance of service prior to the expiration date of the selected service period, the customer is obligated to pay an amount equal to the present worth of the unpaid balance of the Tier A rates (including any Tier A Supplements) less any credit that may be granted for equipment reuse. If a customer disconnects all or part of the service within a certain number of months after installation, a termination credit, expressed as a percent of the present worth of the Tier A obligation, monthly equivalent rates for nonrecurring charges are not subject to termination credit as specified in Section 1.8.3B1, may be granted for equipment reuse. The credit percentages decline uniformly over the credit period to zero. The number of months in the termination credit period and the termination credit percentages are indicated in the Two Tier Rate Plan description for the service. Termination credit will be granted only if a market for reuse of the equipment exists at the same time service is discontinued.
1. If the discontinuance of service occurs after the expiration of the selected service period or after the customer has prepaid all of the remaining Tier A obligation, but prior to the expiration of the credit period, the amount of the credit, if any, will be refunded to the customer. When it has been determined that a market for reuse of any equipment provided under the Two Tier Rate Plan no longer exists, the service agreement will be revised to eliminate the credit period for that equipment.
- E. Transfer of Service—** With the written permission of Verizon, the obligation to pay the Tier A rates for the remainder of the selected service period may be assigned to another customer at the same location for a Transfer of Service charge. In addition to assuming the responsibility to pay the Tier A rates for the remainder of the selected service period, the new customer assumes the conditions applicable to the offering at the time of assignment. Any service rearrangements or additions are subject to the rates and charges applicable.
- F. Conversion to Two Tier Rate Plan Subsequent to Initial Installation—** A customer who does not elect the Two Tier Rate Plan at the time of the initial installation may do so subsequently under the following conditions.
1. The customer chooses a selected service period from those currently available and billing of the Two Tier rates begins on the day following the completion of the conversion order. An Element 1 service charge applies.
 2. The customer is not billed any one time, system establishment, and nonrecurring charges previously paid. Credit is not granted for monthly rates previously paid.

Effective: January 1, 2015

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.8 Payment Plans

1.8.3 Two Tier Rate Plan	
G.	Time Equivalency Factors are shown in Exhibit 1.8.3-1 and Exhibit 1.8.3-2. When a customer elects the options described herein, or disconnects service prior to the expiration of the selected service period, it is necessary to perform calculations using either a combination of the above factors or factors based on the number of months remaining in the selected service period. All factors are taken from Exhibit 1.8.3-2 unless otherwise specified in the provisions pertaining to individual service(s).
1.	When a customer elects to pay nonrecurring charges over the selected service period, the appropriate factor for the selected service period is applied to the nonrecurring charges to determine the amount of the annual increase in the Tier A rates.
2.	When a customer elects to make a prepayment of all of the Tier A obligation at the time of the initial installation, the factor(s) shown in Exhibit 1.8.3-3 is applied to the annual Tier A rates for the longest selected service period available with the service to determine the prepayment amount.

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.8 Payment Plans

1.8.3 Two Tier Rate Plan

Exhibit 1.8.3-1
Time Equivalency Factor Table 15%—Selected Service Periods

12 Mos.	24 Mos.	36 Mos.	60 Mos.	84 Mos.	120 Mos.	144 Mos.
1.150	.6151	.4380	.2983	.2404	.61993	.1845

Effective: January 1, 2015

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1. Product Guide Information and General Terms of Service

1.8 Payment Plans

1.8.3 Two Tier Rate Plan

Exhibit 1.8.3-2 Time Equivalency Factor Table 9%–Selected Service Periods

For service ordered or installed prior to September 17, 1981, in accordance with Verizon's established installation practices.

12 Mos.	24 Mos.	36 Mos.	60 Mos.	84 Mos.	120 Mos.	144 Mos.
1.090	.5685	.3951	.2571	.1987	.1558	.1397

Verizon New England Inc.

1. Product Guide Information and General Terms of Service
1.8 Payment Plans

1.8.3 Two Tier Rate Plan						
Exhibit 1.8.3-3						
Factors-Prepayment of all Tier A at Installation-Selected Service Periods						
12 Mos.	24 Mos.	36 Mos.	60 Mos.	84 Mos.	120 Mos.	144 Mos.
N/A	N/A	2.5313	3.8897	5.0330	6.4177	7.1607

Effective: January 1, 2015

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.8 Payment Plans

1.8.4 Variable Term Payment Plan (VTPP)	
A.	The VTPP is a method of payment for certain services as specified in other sections of this Product Guide.
B.	The VTPP allows a customer to select an Optional Payment Period (OPP) during which fixed monthly rates apply. The available OPPs which are indicated in the VTPP description for the service, always include a month-to-month option and one or more longer term options (e.g., 48 months).
C.	The rates under the month-to-month OPP, which are subject to change, apply until the service is discontinued. The rates under the other OPPs apply for the number of months in the OPP and are not subject to Verizon initiated change during a customer's OPP. However, such rates are under the jurisdiction of the Department and are subject to change upon order of the Department.
D.	Upon completion of an OPP a customer may discontinue service or select any OPP available for the service at that time. The rates effective at the time of renewal apply beginning the day after completion of the existing OPP. If the customer does not select a new OPP and does not request discontinuance, the service is continued at the rates currently in effect for the month-to-month OPP.
E.	In the event of a complete or partial discontinuance of service prior to the expiration of an OPP, the customer is required to pay a termination charge as specified in the VTPP description for the service.
F.	Monthly Rates and Nonrecurring Charges are contained in the VTPP rate schedule for the service. Nonrecurring charges are payable in full with the first full bill after installation.
G.	Subsequent Additions— Service may be added to an existing system under any of the following arrangements. 1. At rates and charges currently effective for the month-to-month OPP. 2. At rates and charges currently effective for any OPP shorter than the time remaining in the existing OPP. At the end of the OPP for the added service, another OPP may be selected in accordance with these provisions. 3. At rates and charges currently effective for the same OPP, provided that at least one month remains in the customer's existing OPP. The OPPs for the addition and the installed system will then have a common expiration date. If the OPP for the installed system is not in the Product Guide, the rates and charges effective for the next shorter OPP apply. If less than one month remains in the existing OPP, service may be added only under the month-to-month option.
H.	Discontinuance of Service— In the event of a complete or partial discontinuance of service prior to the expiration of an OPP, the customer is required to pay a termination charge for any service removed. The specific provisions and method for determining termination charges are indicated in the VTPP description for the service.

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.8 Payment Plans

1.8.4 Variable Term Payment Plan (VTPP)	
I.	Transfer of Service— With the written permission of Verizon, the obligation to pay the monthly rates for the remainder of an OPP may be assigned to another customer at the same location for a transfer of service charge payable by the new customer, as specified in the VTPP description for the service. In addition to assuming responsibility to pay the monthly rates for the remainder of the OPP, the new customer assumes the conditions applicable to the offering at the time of the transfer. A transfer of service between customers at the same time as an out-of-service relocation is not permitted.
J.	Change in Length of Optional Payment Period
1.	A customer request for a change to a currently offered OPP that is shorter than the time remaining in the existing OPP constitutes disconnection, and termination charges apply for the service provided.
2.	During an OPP, a customer may request a change to another currently offered OPP that is longer than the time remaining in the existing OPP, subject to the following conditions.
a.	Credit is not granted for monthly rates previously paid.
b.	The customer is not billed any nonrecurring charges previously paid.
c.	The new OPP begins the day following the completion of the conversion order. An Element 1 service charge applies.
K.	Temporary Suspension of Service— VTPP monthly rates are not subject to the provisions of temporary suspension of service.

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.9 Market Trials

1.9.1 Basic, Enhanced and Premium Packages for Business

- A.** The Basic, Enhanced, and Premium Packages for Business are billing arrangements which provide Business customers with optional packages that include a dial-tone access line, local usage, optional features, and may also include intraLATA toll usage, long distance calling, toll-free services, and directory assistance for a single monthly rate. Customers may choose from a month-to-month or a two-year term option per line on a trial basis starting August 4, 2012. The market trial will end in the first quarter of 2013. The end date will be determined based on trial results.

1.9.2. Description

- A.** The Basic, Enhanced and Premium Packages for Business include the following:
- 1.** The Basic Package includes:
 - One (1) Business Exchange Service Line
 - Unlimited local calling
 - Choice of either Caller ID or Call Forwarding
 - Line Hunting
 - A specified non-regulated feature determined by Verizon
 - 2.** The Enhanced Package includes:
 - One (1) Business Exchange Service Line
 - Unlimited local and intraLATA toll calling
 - A qualifying unlimited long distance calling plan
 - Choice of any or all of the following: Caller ID, Call Waiting, Three-Way Calling, Call Forwarding, Line Hunting, Speed Dialing
 - Specified non-regulated features determined by Verizon
 - 3.** The Premium Package includes the following:
 - One (1) Business Exchange Service Line
 - Unlimited local and intraLATA toll calling
 - A qualifying unlimited long distance calling plan
 - Choice of any or all of the following: Caller ID, Call Waiting, Three-Way Calling, Call Forwarding, Hunting, Speed Dialing
 - Specified non-regulated features determined by the Company
 - Local (411) and National Directory Assistance (N-411) – up to 50 calls included
 - Toll Free Services

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.9 Market Trials

1.9.3 Terms and Conditions													
A.	The Basic, Enhanced, and Premium Packages for Business are available only where facilities and conditions permit and are available only to customers who subscribe to Verizon for their local usage and intraLATA toll calls.												
B.	The Basic, Enhanced, and Premium Packages for Business are available only on a month-to-month basis or with a two-year term agreement.												
C.	The Basic, Enhanced and Premium Packages for Business are not available on the same line with the following business packages or optional plans: Selective Calling, Business Special Toll Plan, Corporate Rewards, Customer Specific Pricing Plans (CSPs), and Facility-Based Payment Option plans (FPOs).												
D.	The Basic, Enhanced and Premium Packages for Business are not available on the same account with the following business packages: Unlimited Dial Tone Line (DTL) Package for Business and Unlimited CustoPAK Package for Business, Single Line Business PAK for Business, and Solutions for Business Bundle.												
E.	Operator-assisted calls for persons with disabilities, including Relay Service calls, are included in eligible usage for the Packages.												
F.	The Premium Package includes the monthly charge for Toll Free Service, but the usage charges for Toll Free Service apply and are not included in the package charge												
G.	The following call types are not included in the package price and will be billed applicable charges: <table border="1"> <tr> <td>Local Directory Assistance Service (except with Premium Package)</td><td>Busy Redial (per activation)</td></tr> <tr> <td>Operator Call Completion Service</td><td>*69 (per activation)</td></tr> <tr> <td>Busy Line Interrupt</td><td>Usage Three-Way Calling</td></tr> <tr> <td>Busy Line Verification</td><td>550, 700, 900, 976 Services</td></tr> <tr> <td>National-411 (N-411) Service (Exception – N-411 is included in the Premium Package only.)</td><td>Usage charges associated with non-regulated services determined by the Company</td></tr> <tr> <td>Customer-dialed Collect, Bill-to-Third, and Person-to-Person Calls</td><td>All Operator-dialed Calls</td></tr> </table>	Local Directory Assistance Service (except with Premium Package)	Busy Redial (per activation)	Operator Call Completion Service	*69 (per activation)	Busy Line Interrupt	Usage Three-Way Calling	Busy Line Verification	550, 700, 900, 976 Services	National-411 (N-411) Service (Exception – N-411 is included in the Premium Package only.)	Usage charges associated with non-regulated services determined by the Company	Customer-dialed Collect, Bill-to-Third, and Person-to-Person Calls	All Operator-dialed Calls
Local Directory Assistance Service (except with Premium Package)	Busy Redial (per activation)												
Operator Call Completion Service	*69 (per activation)												
Busy Line Interrupt	Usage Three-Way Calling												
Busy Line Verification	550, 700, 900, 976 Services												
National-411 (N-411) Service (Exception – N-411 is included in the Premium Package only.)	Usage charges associated with non-regulated services determined by the Company												
Customer-dialed Collect, Bill-to-Third, and Person-to-Person Calls	All Operator-dialed Calls												
H.	Seasonal (Temporary) Suspension customers are not eligible for these packages.												
I.	The Basic, Enhanced and Premium Packages for Business lines may be used only for voice applications and incidental non-broadcast facsimile usage and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These lines may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose including, but not limited to, the examples noted above, Verizon may suspend, restrict or cancel the service.												
J.	Call details are not available with these packages.												

Verizon New England Inc.

1. Product Guide Information and General Terms of Service

1.9 Market Trials

1.9.4 Two-Year Term Agreements	
A.	Two-year term Packages on the same account will carry discrete contract start dates and are not considered co-terminus.
B.	At the end of the initial two-year term period, the package will be automatically renewed for a successive two-year term under the same terms and conditions unless either party provides 30-days advance notice that it does not wish to renew the term. Each subsequent renewal following the initial term will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30-days notice of any change.

1.9.5 Termination Liability for Two-Year Term Agreements	
A.	An Early Termination Fee (ETF) will apply if the customer terminates the package line after 30 days of service but prior to expiration of the initial two-year term. The ETF also applies to subsequent renewals once the 60-day grace period has passed.
B.	The ETF will not apply under the following circumstances: 1. The Customer moves existing service to a new location and maintains the service for the remainder of the term. 2. The Customer renegotiates a new term commitment plan for The Basic, Enhanced, and Premium Packages for Business before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment. 3. The Customer migrates from The Basic, Enhanced, and Premium Packages for Business to a Solutions for Business two-year term bundle. 4. The customer adds a Basic, Enhanced, or Premium Package for Business term plan to an existing line, replacing a Business Exchange Service Line with a term agreement.

1.9.6 Application of Rates and Charges	
A.	An installation fee will apply to each newly installed month-to-month package line in lieu of otherwise applicable non-recurring charges for the service components of the Basic, Enhanced, and Premium Packages for Business.
B.	An enrollment fee will be applied per order, per account, if an existing customer moves their existing service to a new Basic, Enhanced, or Premium Package without adding either: - an Enhanced or Premium Package to the existing line that did not have unlimited calling; or - a new additional line to the account
C.	Customers purchasing multiple package lines per account will receive a discount on lines two (2) and above. All package types (Basic, Enhanced, and Premium) are eligible for the discount. No discount applies to the first package line on the account.

Verizon New England Inc.

1. Product Guide Information and General Terms of Service**1.10 Rural Health Care Providers Support Program**

1.10.1	Description
A.	This program offers eligible public and non-profit rural health care providers access to telecommunications services necessary for the provision of health care services, as offered in this Product Guide, at comparable rates and charges paid for similar service in urban areas. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
1.	Services must be purchased in accordance with rules adopted by the FCC. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.
2.	Services must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
3.	Services cannot be resold or transferred in consideration for money or any other medium of value.
B.	Rural health care providers may aggregate demand with other eligible entities to create a consortium.
C.	Rural health care providers and consortia shall submit requests for services to the program administrator, as designated by the FCC, and participate in a competitive bidding process for reduced rates in accordance with any state and local procurement rules.
D.	A health care provider that cannot obtain toll-free access to an internet service provider must certify that it lacks toll-free internet access and that it is an eligible health care provider.
1.	Regardless of their location, each rural health care provider that cannot obtain toll-free access to an internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an internet service provider.

1.10.2	Application of Rates and Charges
A.	Reduced rates are available to eligible rural health care providers as follows.
1.	Each eligible health care provider that cannot obtain toll-free access to an internet service provider may be entitled to receive the lesser of the toll charges incurred for 30 hours of access per month to an Internet service provider or \$180 per month in toll charge credits for toll charges imposed for connecting to an Internet service provider.
2.	A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest rate in this Guide charged to a commercial customer for a similar service provided over the same distance in the nearest city in Massachusetts with a population of at least 50,000.
3.	An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Massachusetts with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.
B.	In competitive bidding situations, where specific flexible pricing arrangements are allowed, Verizon may offer flexible pricing subject to Department approval.