

Exhibit A

4. Centrex Contracts—Alphabetized by the Letter C
4.8 Commonwealth of Massachusetts

4.8.1 Customer Specific Terms and Conditions	
A. Eligible Entities	– The Commonwealth of Massachusetts and its agencies are eligible to purchase services based on the statewide contract. Eligible entities include all constitutional offices, the legislature, and the judiciary; cities, towns, municipalities, counties and other political subdivisions of the Commonwealth including schools, and other service districts; authorities, commissions, institutions of higher education, and quasi-public agencies, and eligible Not-For-Profit entities currently contracting with the Commonwealth to provide human and social services; and other eligible entities designated in writing by the State Purchasing Agency.
B. Contract Termination or Extension	— Rates and charges specified herein are valid for the initial contract term ending June 30, 2006. Local and toll usage must be carried by the Telephone Company. Up to four contract extensions per the customer contract are permitted. Rates and charges may be changed only during renewal periods with customer concurrence. The contract shall terminate on the date specified on the contract, unless this date is properly amended in accordance with all applicable laws and regulations prior to the date, or unless terminated or suspended per the conditions specified in the customer contract.
C. Service Charges	— One service charge is applicable per location request. NRC charges listed in 4.8.2 is applicable on each new line. The NRC charge for each new line is guaranteed for the initial contract term ending June 30, 2006. New installation charges are not assessed for existing lines when converting to this agreement.
D. Service Delivery	– Service installation is performed during regular working hours, 8:00 a.m. to 5:00 p.m. Monday through Friday. All customer-requested non-standard hours installation work will be charged non-standard business hour labor rates.
E. Downtime Credit	– For any complete failure of local exchange service caused by the defects in or malfunction of Telephone Company Equipment not due to the negligence of the customer, continued for more than 24 hours and brought to the notice of the Telephone Company within 10 days, the Telephone Company will make a pro rate adjustment of charges or guarantee. For the purpose of determining the pro rate adjustment every month is considered to have 30 days.
F. Analog, Analog P-Phone, and ISDN Monthly Rates	— Monthly rates include all local number portability, exchange access rate, end user common line charge and line port charges, where applicable. The lines also include at a minimum, the features noted in the customer contract.
G. Foreign Serviced ISDN 2B + D	– Rates listed are for locations up to 12 miles (mileage is measured from the foreign Central Office to the local serving wire center on an airline basis) from the foreign service Central Office. Monthly rates include the local services as well as the foreign serviced component. The customer street address and the serving central office must be in the same LATA.
H. Foreign Serviced Analog P-Phone	– Monthly rates include three separate rate elements: local services, Interoffice – Fixed, and Interoffice Per Mile charge. The customer street address and the serving central office must be in the same LATA.
I. Centrex Service Exceeding Distance Limitations	– Rates will be quoted on a case by case basis.
J. Relocation of Lines	to a premise within the Centrex system's serving exchange is permitted provided that adequate facilities exist.

(N)
 |
 (N)
 (T)
 (T)

Verizon New England Inc.

4. Centrex Contracts—Alphabetized by the Letter C
4.8 Commonwealth of Massachusetts

(N)

4.8.2 Rates and Charges				
ID	Service Category	Rate Element	Rate	USOC
	Initial System Line Size	Initial System Line – Per Line - NRC	50.00	
		Month-to-Month, 1 – 100 lines - Analog – Per Line – Monthly	16.00	
		Month-to-Month, 101 – 500 lines - Analog – Per Line - Monthly	15.75	
		Month-to-Month, 501 – 1,000 lines - Analog – Per Line - Monthly	15.50	
		Month-to-Month, 1,001 + lines - Analog – Per Line - Monthly	15.00	
		36-Month Term, 1 – 100 lines - Analog – Per Line – Monthly	14.75	
		36-Month Term, 101 – 500 lines - Analog – Per Line – Monthly	14.50	
		36-Month Term, 501 – 1,000 lines - Analog – Per Line – Monthly	14.25	
		36-Month Term, 1,001 + lines - Analog – Per Line – Monthly	13.75	
		60-Month Term, 1 – 100 lines - Analog – Per Line – Monthly	12.75	
		60-Month Term, 101 – 500 lines - Analog – Per Line – Monthly	12.50	
		60-Month Term, 501 – 1,000 lines - Analog – Per Line – Monthly	12.25	
		60-Month Term, 1,001 + lines - Analog – Per Line – Monthly	12.00	
		Month-to-Month, 1 – 100 lines – Analog P-Phone – Per Line – Monthly	23.25	
		Month-to-Month, 101 – 500 lines – Analog P-Phone – Per Line – Monthly	22.50	
		Month-to-Month, 501 – 1,000 lines – Analog P-Phone – Per Line – Monthly	22.00	
		Month-to-Month, 1,001 + lines – Analog P-Phone – Per Line – Monthly	21.75	

(N)

Verizon New England Inc.

4. Centrex Contracts--Alphabetized by the Letter C
4.8 Commonwealth of Massachusetts

(N)

4.8.2 Rates and Charges				
ID	Service Category	Rate Element	Rate	USOC
	Initial System Line Size	36-Month Term, 1 – 100 lines – Analog P-Phone – Per Line – Monthly	19.20	
		36-Month Term, 101 – 500 lines – Analog P-Phone – Per Line – Monthly	19.00	
		36-Month Term, 501 – 1,000 lines – Analog P-Phone – Per Line – Monthly	18.75	
		36-Month Term, 1,000 + lines – Analog P-Phone – Per Line – Monthly	18.75	
		60-Month Term, 1 – 100 lines – Analog P-Phone – Per Line – Monthly	17.75	
		60-Month Term, 101 – 500 lines – Analog P-Phone – Per Line – Monthly	17.50	
		60-Month Term, 501 – 1,000 lines – Analog P-Phone – Per Line – Monthly	17.25	
		60-Month Term, 1,000 + lines – Analog P-Phone – Per Line – Monthly	17.00	
		Month-to-Month, ISDN Multi-Point Lines – Per Line – Monthly	40.00	
		36-Month, ISDN Multi-Point Lines – Per Line – Monthly	35.56	
		60-Month Term, 1 – 100 lines, ISDN Multi-Point – Per Line – Monthly	33.00	
		60-Month Term, 101 – 500 lines, ISDN Multi-Point – Per Line – Monthly	32.00	
		60-Month Term, 501 – 1,000 lines, ISDN Multi-Point – Per Line – Monthly	30.00	
		60-Month Term, 1,001 + lines, ISDN Multi-Point – Per Line – Monthly	28.00	

(N)

Verizon New England Inc.

4. Centrex Contracts–Alphabetized by the Letter C
4.8 Commonwealth of Massachusetts

4.8.2 Rates and Charges				
ID	Service Category	Rate Element	Rate	USOC
	Initial System Line Size	Month-to-Month, ISDN (2B + D) lines - Per Line – Monthly	40.00	
		Foreign Exchange, ISDN (2B + D) lines – Alternate CSV/CSD, CSD - Per Line – Monthly	82.03	
		Foreign Exchange, ISDN (2B + D) lines – CSV Multipoint - Per Line – Monthly	82.03	
		Month-to-Month, Systems Access Centrex lines - Per Line – Monthly	30.00	
		36-Month Term, Systems Access Centrex lines - Per Line – Monthly	19.85	
		60-Month Term, Systems Access Centrex lines - Per Line – Monthly	19.85	
		Foreign Exchange, Analog P-Phone lines - Per Line – Monthly	21.00	
		Foreign Exchange, Analog P-Phone Interoffice - Fixed – Per Line – Monthly	26.00	
		Foreign Exchange, Analog P-Phone Interoffice Mileage – Per Mile – Monthly	.029	
		Digital Automatic Call Distribution (ACD) from DMS-100 Switches Only	Month-to-Month, ACD Digital Lines (includes Basic Feature Package, per tariff) - Per Line – Monthly	29.00
	ACD Agent Advanced Feature Package (features per tariff) - Per Position – Monthly		3.25	
	ACD Display Feature Package (features per tariff) –Per Position – Monthly		1.00	
	ACD Secondary Directory Number - Per Number – Monthly		1.00	
	Call Delay Announcement (per 15 seconds of recording or fraction thereof) – Monthly		22.00	
	Call Delay Announcement – NRC		50.00	
	MIS Data Link Circuit (additional charges for 4-wire circuit apply)- Monthly		70.00	
	MIS Data Link Circuit – NRC		50.00	

(N)
 |
 (N)

Exhibit B

Verizon New England Inc.

5. Digital Centrex Services
5.3 Digital Centrex Plus Service (Centrex Plus)

5.3.1	Description
A.	<p>Centrex Plus is a business telecommunications system in which the controlling dial switching equipment is located at a Telephone Company digital central office that normally serves the principal premises of a customer. This service is offered with a 2-line minimum requirement, subject to the availability of facilities. If the customer falls below the 2-line minimum, the remaining line will be converted to a business dial tone line with no features. All existing rules, regulations, rates and charges associated with the conversion will apply.</p> <p>Centrex Plus is available with a dial 9 or Assume Dial 9 arrangement.</p> <ol style="list-style-type: none"> 1. Centrex Plus with dial 9 is available under Optional Payment Plan (OPP) term offerings of 1, 3, 5, 7 and 10 years. 2. Centrex Plus with Assume Dial 9 (CustoPAK) – no access code dialing is available with a month-to-month and 3-year term payment option. Centrex Plus with Assume Dial 9 (CustoPAK) lines cannot be equipped with station-to-station dialing.
B.	<p>Centrex Plus may be either ground start or loop start and may have any standard treatment. Transmission quality over ground start lines is not guaranteed. Additional transmission improvements requested by the customer will be provided by the Telephone Company at charges based on cost.</p>
C.	<p>Standard Features provided on all lines, include the features described in Section 1 and as listed below.</p> <ol style="list-style-type: none"> 1. Call Forwarding Busy Line permits calls attempting to terminate to a busy line to be forwarded to a preselected telephone number. The telephone number may be outside the Centrex Plus system where facilities permit. 2. Call Forwarding Don't Answer provides for the forwarding of any incoming calls to a preselected telephone number when the called line does not answer. The telephone number may be outside the Centrex Plus system where facilities permit. 3. Call Forwarding allows line to have incoming calls forwarded to another line within the system or to a telephone number outside the system. 4. Call Hold enables a line user to place a call on hold for any length of time provided that neither party goes on-hook. 5. Call Pickup Group allows a line user to answer incoming calls to another line within the Centrex Plus system by dialing a special code. One or more call pickup groups may be established. 6. Call Transfer All Calls allows a line user to transfer any established call to another line inside or outside the customer group without the assistance of an attendant. 7. Conference Calling enables a line user to establish voice connection involving the customer and two other parties. The line user, by switchhook operation is able to place an existing call on hold and dial the telephone number of a third-party, affecting a three-way call. 8. Hunting permits the routing of calls to an idle line in a prearranged group when the called line is busy. 9. Touch Tone provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

(N)
 |
 (N)

Verizon New England Inc.

5. Digital Centrex Services
5.3 Digital Centrex Plus Service (Centrex Plus)

(T)

5.3.1	Description
D.	<p>Optional Features are available with Centrex Plus subject to the availability of facilities and are as follows.</p> <ol style="list-style-type: none"> 1. Automatic Callback enables a line user calling a busy line within the system to be automatically connected to the called line when the line becomes idle. 2. Call Waiting Terminating permits a line user to receive an audible tone to indicate an incoming call is waiting, if the called line is busy. This feature may be arranged to allow a line to receive Call Waiting treatment only on incoming DID calls. 3. Directed Call Pickup With Barge In permits a line user to answer a call ringing on another line in the Centrex group by dialing a code. If the called line has already been answered, the initiating line may barge in to the answered call and be connected to a three-way call. 4. Directed Call Pickup Without Barge In permits a line user to answer a call ringing on another line in the Centrex group by dialing a code. 5. Inside/Outside Ringing provides a unique pattern of ringing to permit the line user to distinguish between intragroup and DID calls. 6. Speed Dialing Single-Digit allows a line user to call a predesignated seven or ten-digit telephone number by dialing a valid single-digit dialing code. The customer changeable speed dialing list furnished contains either six or eight codes depending on serving facilities. 7. Speed Dialing Two-Digit allows a line user to call a predesignated seven or ten-digit telephone number by dialing a valid two-digit dialing code. The customer changeable speed dialing list furnished contains 30 codes.
8.	<p>Station Message Detail Recording (SMDR)—SMDR provides a record of calls originating from Centrex station lines to location(s) outside of the same Centrex. Facility groups may also be designated as requiring originating and terminating records.</p> <ol style="list-style-type: none"> a. The SMDR record includes the following: (1) the Centrex Line number of incoming facility group which originated the call; (2) the called telephone number, and (3) the date, time and duration of the call; (4) the facility type used for routing the call. b. Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user. c. SMDR records are provided to the customer via one of the following two methods <ol style="list-style-type: none"> 1. Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days. 2. Internet access where the call records are sent to the customer via the internet. d. SMDR is available only where facilities permit and from suitably equipped Central Office switches only. e. Local call records are provided only where available. f. Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided. SMDR must be provided on a minimum of two lines. g. Modems, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.

(X)

(X)

Verizon New England Inc.

5. Digital Centrex Services

5.3 Digital Centrex Plus Service (Centrex Plus)

5.3.1	Description	
D.	(Continued)	
9.	Trunk Answer Any Line permits any line user within a group to dial a code and be connected to an incoming call to the listed directory number of the system.	
10.	<p>Proprietary Telephone Set Programmable Features – Centrex Plus customers may choose to subscribe to features that work with customer provided proprietary telephone set feature keys. Proprietary telephone sets, electronic and multi-line instruments, will work only with one vendor's switch deployed in the Central Office and must be purchased by the customer separately from their Centrex Plus service. The keys on the proprietary sets can be programmed as feature keys or secondary directory numbers (virtual numbers).</p> <p>a. Feature Keys – Where facilities exist, the Telephone Company will provide features that are available on proprietary telephone sets feature keys. These include, but are not limited to:</p> <p>Automatic Dial: Allows a proprietary set user to call a frequently dialed number by pressing the assigned feature key.</p> <p>Automatic Line: May be assigned to individual appearances on a proprietary set, including the primary number. When an off-hook is reported, a connection is automatically established to a predetermined location. Single line application may be referred to as Hot Line.</p> <p>Calling Name Display: Provides for the display of the calling name of the person at the terminating end. This feature may be offered for intragroup (intercom) calls only.</p> <p>Display Called Number: Provides user with the called number display during the origination, termination, programming and feature activation operations.</p> <p>Display Calling Number: When an incoming call is received, this feature provides the station user with display of the calling number.</p> <p>Key Short Hunt: Allows for the primary and secondary numbers to be programmed into a hunt group specific to the proprietary set.</p> <p>Multiple Appearance Directory Number (MADN): Allows a Centrex Plus number to be assigned to more than one proprietary set.</p> <p>On-Hook Dialing: An intrinsic feature of the set; allows the user to originate calls without lifting the handset.</p> <p>Time and Date Display: Provides the current time and date on a station display.</p> <p>b. Virtual Number (also known as Secondary Number) is a software number that has the characteristics of a basic exchange access line but without a separate circuit. It is an additional directory number assigned to a proprietary set.</p>	(T) (T) (T)

Verizon New England Inc.

5. Digital Centrex Services
5.3 Digital Centrex Plus Service (Centrex Plus)

(T)

5.3.2 Application of Rates and Charges	
A.	Exchange Usage charges are subject to Telephone Company initiated change.
1.	Measured Service — All local messages are provided at the appropriate local usage charges for measured business main telephone exchange service.
a.	Local usage rates apply to intrasystem calls for Centrex Plus systems with the Assume dial 9 (CustoPAK) and are provided under a Month-to-Month optional and 3-year term payment plan.
2.	Unlimited Service — Usage charges are based on the total number of main station lines in-service at the end of each customer's billing period. Exhibit 5.2.3-2 specifies the PBX trunk equivalencies for main station lines. The monthly rates are multiplied by the PBX trunk equivalency to determine the monthly unlimited service usage charge for the system.
B.	Exchange Access — Included in the monthly rates for main station lines are amounts that are attributable to exchange access.
C.	Service Establishment Charges are one time charges that are applicable for the installation of Centrex Plus service and for subsequent additions or changes of class of service and are payable with the first bill following installation.
1.	Element 1 and Service Establishment one time charges do not apply for the initial installation of Centrex Plus lines and Centrex Plus with Assume dial 9 lines installed under a term commitment.
D.	SMDR rates are in addition to the rates and charges for the associated digital Centrex service, and for other associated services

(C)
(N)
(N)

(N)

Verizon New England Inc.

5. Digital Centrex Services
5.3 Digital Centrex Plus Service (Centrex Plus)

(T)

5.3.2 Application of Rates and Charges	
E.	Premises Work and Jack Charges apply as appropriate.
F.	Standard Features may be activated at the time each line is installed or may be added or changed subsequently. When standard features are activated or changed by the Telephone Company at the customer's request subsequent to installation of the line, the standard features subsequent change charge is applicable. An Element 1 charge will also apply as appropriate.
G.	Optional Features — Nonrecurring charges apply on a per feature line basis. Service charges also apply for the activation of the optional feature(s).
1.	Intellipath and Intellipath II optional features are also available with Centrex Plus systems only with the dial 9 functionality, subject to the availability of facilities. (C)
2.	Intellismart and intellipath Uniform Call Distribution optional features(s) are available with Centrex Plus systems with the Assume dial 9 (CustoPAK), subject to availability. (C)
H.	Conversion Charges — Any existing Centrex system may convert to Centrex Plus service provided that suitable and sufficient digital central office facilities are available in the same serving central office. Element 1 and premises work and jack charges apply, if appropriate, at the time of conversion. The initial installation per line charge for Centrex Plus also applies. Existing Centrex customers converting to Centrex Plus are not subject to termination charges as long as the number of Centrex Plus lines are equal to or greater than the number of lines under their current Centrex term commitment. The duration of the new agreement must be as specified under the available payment options for Centrex Plus and must be equal to or greater in length than the time remaining in the existing term commitment. (D)

5.3.3 Payment Plan	
Centrex Plus service with the dial 9 functionality is offered under a one, three, five, seven or ten year term commitment and under a 3-year term commitment with the Assume dial 9 (CustoPAK) – no access code dialing plan during which the line charges are not subject to Telephone Company initiated change other than as specified herein. However, such charges are under the jurisdiction of the DTE and are subject to change upon order of the DTE. Centrex Plus with the Assume dial 9 (CustoPAK) is also offered under a Month-to-Month optional payment plan (C)	
A.	The application of charges for customers subscribing to a term commitment period are as follows.
1.	Element 1 and Service Establishment one-time charges do not apply for the initial installation of Centrex Plus lines and Centrex Plus with Assume dial 9 (CustoPAK) lines installed under a term commitment. (N)
2.	Monthly rates apply.
a.	The monthly rates are subject to annual change by filed tariff revisions to reflect changes in the CPI.

Verizon New England Inc.

5. Digital Centrex Services
5.3 Digital Centrex Plus Service (Centrex Plus)

(T)

5.3.3 Payment Plan

B. Exchange Access — A portion of monthly service rate is attributable to the provision by the Telephone Company of exchange access and may be subject to Federal Excise Tax.
--

Verizon New England Inc.

5. Digital Centrex Services
5.3 Digital Centrex Plus Service (Centrex Plus)

5.3.3 Payment Plan	
C.	<p>Discontinuance of Service— Service may be discontinued at any time during a term commitment period. The customer will be billed early termination charges which are calculated based on the difference between the rate for the term elected and the rate associated with the number of months the Centrex Plus (with dial 9 access) system was actually in service. For example, if a customer commits to a five year term commitment and terminates at the end of year two, the termination liability would equal the difference between the one year rate and five year rate for those months that the customer has had the Centrex Plus system in service. Termination liability for Centrex Plus with the assume dial 9 – no access code dialing plan, would equal the difference between the 3-year rate and the month-to-month rate for those months that the customer had the system in service.</p>
D.	<p>Additional Lines— Additional lines may be added to an existing system at any time during the system's term commitment service agreement. The agreement for all growth lines will be coterminous with the expiration date of the system's term commitment. Regardless of when ordered, all Centrex Plus lines are billed at the same rate.</p>
E.	<p>Relocation— Centrex Plus may be relocated to a different premises served by the same central office or to another central office served by the Company or to any other Verizon Telephone operating company (Verizon California Inc., Verizon Florida Inc., Verizon Mid-States (Contel of the South Inc.), Verizon North Inc., Verizon Northwest Inc., Verizon South Inc., Verizon Southwest (GTE Southwest Inc.), Verizon West Coast Inc., Verizon Delaware Inc., Verizon Maryland Inc., Verizon New Jersey Inc., Verizon New York Inc., Verizon Pennsylvania Inc., Verizon Virginia Inc., Verizon West Virginia Inc., and Verizon Washington, DC Inc.) without incurring termination charges. The number of lines in-service at the new location must be greater than or equal to the number of lines in-service at the former location. The term commitment may continue unchanged or a new term commitment may be elected for the system. The term length of a new term commitment must be equal or greater than the remaining term on the prior commitment. A relocation of service can be combined with a conversion according to the regulations as specified in Part H Section 1.2.6.A.. Applicable nonrecurring charges will apply at the new location.</p>
F.	<p>Expiration— At the expiration of a system's term commitment period, if service is not discontinued, a new term commitment may be elected for the system in accordance with the terms and conditions applicable to a new system, except that any one time or nonrecurring charges previously paid do not apply. When the sole purpose of the order is to renew the term commitment, no Element 1 service charge will apply. Service may be continued on a month-to-month basis without a term commitment at the Month-To-Month rate.</p>
G.	<p>Renegotiate Terms— The customer may request to renegotiate a term commitment at any time. The agreement must be for an equal or greater number of lines than the currently effective Term Commitment. The new term commitment must be for a period of time at least equal to the remaining life of the currently effective term commitment. A new term commitment period for the entire system begins the day following the completion of the conversion order. An Element 1 service charge applies for the order and any one time or nonrecurring charges previously paid do not apply. When the sole purpose of the order is to renew the term commitment, no Element 1 service charge will apply.</p>

(C)
 (C)

Verizon New England Inc.

5. Digital Centrex Services
5.3 Digital Centrex Plus Service (Centrex Plus)

(T)

5.3.3 Payment Plan	
H.	Transfer of Service — At the sole discretion of the Telephone Company, written permission may be granted to assign the obligation to pay term commitment charges to another customer at the same location for a transfer of service charge and an Element 1 service charge, payable by the new customer. In addition to assuming responsibility to pay the term commitment charges, the new customer assumes the conditions applicable to Centrex Plus at the time of the transfer.
1.	A transfer of service without written permission is not allowed.
I.	Temporary Suspension of Service — Centrex Plus lines are not subject to the provisions of temporary suspension of service.
J.	Minimum Service Period — The minimum service period for any Centrex Plus system provided under Term Commitment is 12 months. The minimum service period for any Centrex Plus system provided under Month-To-Month rates is one month.

(X)

(X)

Exhibit C

Verizon New England Inc.

15. Service Packages
15.10 Corporate Rewards

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

(C)
(N)
(N)
(T)
(T)

Issued: June 14, 2005
Effective: July 14, 2005

John Conroy
Vice-President Regulatory-MA

15. Service Packages
15.10 Corporate Rewards

15.10.1	Description
B.	<p>Minimum Usage Threshold—A customer must meet a minimum monthly usage threshold. The minimum monthly usage threshold is equal to 20% of the tier one minimum usage threshold that qualifies customers for a volume discount. Should a customer's actual monthly aggregate qualified usage revenue be less than the minimum usage threshold, a minimum usage fee will be applied to the customer's main billing telephone number. The minimum usage fee is equal to the difference between the minimum monthly usage threshold and the customer's actual monthly aggregate qualified usage revenue.</p>
C.	<p>Service Agreement—Customers are required to sign a one-, two- or three-year service agreement. At the end of the term period, the service agreement will be automatically renewed for a one-year term unless the customer notifies the Telephone Company otherwise. Customers will be required to identify a main billing telephone number in the service agreement to which any applicable minimum usage charge or termination charge will be applied.</p>
D.	<p>Termination</p> <p>1. Customers may terminate participation at any time provided the customer gives the Telephone Company a 60-day written notice. The termination will go into effect in the first full billing period following the 60-day notification period. If a customer chooses to cancel the service agreement or disconnects their main billing telephone number identified in the service agreement prior to the expiration date of the term set forth in the service agreement a termination liability charge will apply.</p> <p>In addition, customers that sign a two or three-year service agreement will be required to return all access line discounts received in accordance with their service agreement. Discounts that must be returned will be calculated as follows:</p> <p style="padding-left: 40px;">Number of access lines/services X discount amount per access line/service X number of months expired under the service agreement.</p> <p>2. A customer is exempt from paying a termination liability charge under the following conditions:</p> <p>a. A customer migrates to another Telephone Company product or service, selects a new main billing telephone number; or</p> <p>b. A customer terminates participation on the expiration date of the service agreement. The Customer must provide written notice prior to the expiration date. The Telephone Company will terminate the plan in the first full billing period following the sixty day written notice or the first full billing period following the expiration date, whichever is later.</p>

(C)
 (C)
 (C)
 (C)
 (C)
 (C)

Verizon New England Inc.

15. Service Packages

15.10 Corporate Rewards

15.10.2 Application of Rates and Charges

- | | |
|-----------|--|
| A. | With the exception of the incremental charge for calling card calls made via the BAAN single rate platform, there is no per message charge applicable to Corporate Rewards qualifying usage. |
| B. | Corporate Rewards is not available with the following usage: |
| 1. | Any local, toll or circuit switched data optional calling plan/customer specific pricing (CSP) plan calls |
| 2. | Public access line (PAL) service |
| 3. | Public access smart-pay line (PASL) service |
| 4. | Foreign exchange service |
| 5. | Dormitory communication service |
| 6. | Enhanced universal emergency number service E911 |
| 7. | Directory Assistance service and National Directory Assistance |
| 8. | Message Telecommunications for Disabled Persons |

(T)

(D)

Exhibit D

New England Telephone and Telegraph Company

5. Digital Centrex Services
5.1 INTELLIPATH® Digital Centrex Service

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

5.1.1	Description
A.	<p>Intellipath (one of the Pathways family of digital services) is a business telecommunications system in which the controlling dial switching equipment is located at a Telephone Company digital central office that normally serves the principal premises of a customer.</p> <ol style="list-style-type: none"> 1. Effective September 19, 1999, new Intellipath service is only available under the terms and conditions stated in DTE MA No 12. <ol style="list-style-type: none"> a. Existing customers with less than 100 lines may continue service in accordance with the regulations of their current Intellipath arrangement. 2. Effective July 26, 1991, rates and charges for systems with initial requirements of up to 200 main station lines are provided as specified herein. For systems with 200 or more main station lines, refer to DTE MA No. 12. Customers with existing systems of more than 200 but less than 250 main station lines may elect a new contract in accordance with DTE MA No. 12, or continue in accordance with regulations specified herein.
B.	<p>Standard Features provided as part of the Intellipath offering are as follows. Standard features which are not basic to the system may be activated for individual lines.</p> <ol style="list-style-type: none"> 1. Add on Consultation/Hold Incoming Only enables a station user within a group to establish three-way calling restricted to incoming DID calls to the system. 2. Call Forwarding allows a station line to have incoming calls forwarded to another line within the system or to telephone numbers outside the system. During times when the feature is activated, the line may be used in the normal manner for outgoing calls. This feature may be arranged to restrict the terminating directory numbers dialed during the activation procedure to intragroup extension numbers. (T) 3. Call Forwarding Busy Line provides for the automatic routing of incoming calls to a preselected station line when the called station line is busy. This feature is not provided on a station line with Call Waiting. 4. Call Forwarding Don't Answer provides for the automatic routing of incoming calls to a preselected station line when the called telephone does not answer within a predetermined number of rings. This feature may be arranged so that only incoming DID calls will be forwarded. (T) 5. Call Hold allows a station user to place any established call on hold while leaving the Centrex line free to originate another call. 6. Call Pickup allows a station user to answer any call directed to another Centrex line within its preset pickup group by dialing a special code.

New England Telephone and Telegraph Company

5. Digital Centrex Services
5.1 INTELLIPATH® Digital Centrex Service

5.1.1	Description
B.	(Continued)
<ol style="list-style-type: none"> <li data-bbox="207 493 256 625">7. Call Waiting Terminating allows a station user to receive an audible tone to indicate an incoming call is waiting, if the called lines already in use. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line. This feature may be arranged to allow a station line to receive Call Waiting treatment only on incoming DID calls. <li data-bbox="207 625 256 730">8. Single-Digit Speed Dialing allows a station user to call a predesignated seven or ten-digit telephone number by dialing a valid single-digit dialing code. The customer changeable speed dialing list furnished contains either six or eight codes depending on serving facilities. <li data-bbox="207 730 256 793">9. Station Dial Transfer Individual All Calls allows a station user to transfer any established call to another station in the Centrex system. This is a basic system feature provided on all lines. <li data-bbox="207 793 256 919">10. Three-Way Calling enables a station user to establish voice connection involving the customer and two other parties. The customer, by switchhook operation is able to place an existing call on hold and dial the telephone number of a third-party. This is a basic system feature provided on all lines. <li data-bbox="207 919 256 1024">11. Touch Tone provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities. This is a basic system feature provided on all lines. <li data-bbox="207 1024 256 1087">12. Trunk Answer Any Station permits any station with a group to dial a code and be connected to an incoming call to the listed directory number of the system. <li data-bbox="207 1087 256 1150">13. Two-Digit Speed Dialing Access allows station users to access any two-digit speed calling list developed for the system. 	
C.	<p>Optional Features available with Intellipath offering are subject to availability and are as follows.</p> <ol style="list-style-type: none"> <li data-bbox="207 1150 256 1381">1. Automatic Route Selection (ARS) which is offered from suitably equipped No. 5 ESS central offices only, provides automatic routing of outgoing calls over alternative customer facilities based on the DDD telephone number. The station user dials the ARS access code followed by a DDD number. The system routes the call over the first available special trunk facility (such as WATS, FX, or Tie Lines), checking in a customer specified sequence. Overflow routing to the DDD network is optional. <li data-bbox="207 1381 256 1486">2. Call Waiting Originating which is offered only from suitably equipped No. 5 ESS central offices allows a station user to direct an audible tone towards any other line in an established group which is busy. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line. <li data-bbox="207 1486 256 1570">3. Inside/Outside Ringing which is offered only from suitably equipped No. 5 ESS central offices provides a unique pattern of telephone ringing to permit the telephone user to distinguish between intrasystem and other incoming calls.

5. Digital Centrex Services
5.1 INTELLIPATH® Digital Centrex Service

5.1.1	Description
C.	(Continued)
4.	Loudspeaker Paging which is offered only from suitably equipped No. 5 ESS central offices enables dial access to customer owned loudspeaker paging equipment. An appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
5.	Night Service permits the routing of calls normally directed to the attendant, to preselected station lines within the system when consoles are not attended. An appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
6.	Two-Digit Speed Dialing allows a station user to call a predesignated seven or ten-digit telephone number by dialing a valid two-digit dialing code. The customer changeable speed dialing list furnished contains 30 codes. Access to 30 number lists is provided as a standard feature capability.
7.	Uniform Call Distribution is a form of line hunting which provides for an even distribution of incoming calls among available members of a hunt group.
8.	Station Message Detail Recording (SMDR) —SMDR provides a record of calls originating from Centrex station lines to location(s) outside of the same Centrex. Facility groups may also be designated as requiring originating and terminating records.
a.	The SMDR record includes the following: (1) the Centrex Line number of incoming facility group which originated the call; (2) the called telephone number, and (3) the date, time and duration of the call; (4) the facility type used for routing the call.
b.	Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.
c.	SMDR records are provided to the customer via one of the following two methods
1.	Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days.
2.	Internet access where the call records are sent to the customer via the internet.
d.	SMDR is available only where facilities permit and from suitably equipped Central Office switches only.
e.	Local call records are provided only where available.
f.	Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided. SMDR must be provided on a minimum of two lines.
g.	Modems, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.

(N)

(N)

New England Telephone and Telegraph Company

5. Digital Centrex Services
5.1 INTELLIPATH® Digital Centrex Service

5.1.2 Application of Rates and Charges		(X)
A.	Service Establishment Charges are payable with the first bill following installation.	
B.	Service Charges apply as appropriate, except that Element 1 and Element 2 service charges do not apply.	
C.	Standard Features may be activated at the time each line is installed or may be added or changed subsequently. When standard features are activated or changed by the Telephone Company at the customer's request subsequent to installation of the line, the standard features subsequent additions or changes nonrecurring charge is applicable. Service charges do not apply.	
D.	Optional Features — The nonrecurring charges for optional features described in this section are subject to Telephone Company initiated change. Service charges do not apply for the activation of these features.	
1.	The appropriate private line channel is required between the serving central office and the customer's premises required per arrangement for the optional features Loudspeaker Paging and Night service.	(X)
2.	SMDR rates are in addition to the rates and charges for the associated digital Centrex service, and for other associated services.	(N)
a.	When SMDR is activated or changed by the Telephone Company at the customer's request subsequent to installation of the associated line, a Service and Equipment Charge is applicable.	(N)

New England Telephone and Telegraph Company

5. Digital Centrex Services
5.1 INTELLIPATH® Digital Centrex Service

5.1.2 Application of Rates and Charges	
E. 1.	Conversion — Conversions to Intellipath service are not allowed.
F.	Exchange Access — Included in the Schedule A charges for main station lines and included in the Schedule B monthly rates for main station lines are amounts that are attributable to exchange access by central office and outside plant facilities.
G. 1. 2.	Exchange Usage charges are subject to Telephone Company initiated change. Measured Service — All local messages are provided at the appropriate local usage charges for measured business main telephone exchange service. Unlimited Service — Usage charges are based on the total number of main station lines in-service at the end of each customer's billing period. Exhibit 5.2.3-2 specifies the Private Branch Exchange (PBX) trunk equivalencies for main station lines. The monthly rates are multiplied by the PBX trunk equivalency to determine the monthly unlimited service usage charge for the system.
H. 1. 2.	Extension of Main Station Line Channels — Channel charges do not apply to serve main station locations within the same exchange as the principal premises when the same central office is involved. When a different central office in a multi-central office exchange is involved, in addition to the appropriate main station line charges, an intraexchange/interoffice channel charge (comprised of a nonrecurring charge and a monthly rate) applies. The intraexchange/interoffice channel rate is subject to Telephone Company initiated change. 1. To serve locations not within the same exchange as the principal premises, in addition to the appropriate main station line charges, rates and charges apply for the interexchange portion of Private Line Type 2001A channels, and for Centrex terminals. The Centrex channel terminal charge is comprised of a nonrecurring charge and a monthly rate. The Centrex channel terminal rate is subject to Telephone Company initiated change. 2. Where extensions of main station lines are located at a premises other than where the main station lines are located, but within the same exchange and serving central office area, or where extensions of main station lines are located in a different building at the same premises and served by outside plant connected via the central office, charges for outside plant facilities for an initial main station line apply. A non-recurring charge applies to each arrangement. Premise work and jack charges apply as appropriate.

(C)
 (D)
 |
 (D)

New England Telephone and Telegraph Company

5. Digital Centrex Services

5.1 INTELLIPATH® Digital Centrex Service

5.1.2 Application of Rates and Charges	
H.	(Continued)
3.	For locations in the same exchange but involving a different central office, intraexchange interoffice Intellipath channel rates and charges apply in addition to charges for outside plant facilities for initial main station lines.
4.	For locations in a different exchange, rates and charges for the interexchange portion of Private Line Type 2001A channels and Centrex channel terminals apply in addition to those charges for outside plant facilities for an initial main station line.
I.	Central Office Common Equipment, Central Office Facilities and Outside Plant Facilities
1.	For Schedule A upfront payment charges, the appropriate Time Value of Money Equivalency Factor, based on a monthly effective interest rate of 1.1642% monthly for Vintage I customers and a monthly effective interest rate of .99384% for Vintage II customers, is multiplied by the Schedule A upfront payment charge to determine the monthly rates for the OPP as shown in Exhibit 5.1.3-1. The present value of outstanding OPP monthly rates for Schedule A charges is determined in accordance with the principles of the Time Value of Money at an effective interest rate of 1.1642% monthly for Vintage I customers, and an effective interest rate of .99384% monthly for Vintage II customers.
2.	Schedule B monthly rates for central office and outside plant facilities are subject to annual change by filed tariff revisions to reflect changes in the CPI for the previous year.
J.	Airline Mileage for main station line outside plant facilities are measured from the serving central office to the network interface arrangement(s) at each of the customer's premises.

5.1.3 Payment Plan	
A.	Intellipath is offered under a seven year service contract during which central office common equipment and station line charges are not subject to Telephone Company initiated change other than as specified in Section 5.1.3A2. However, such charges are under the jurisdiction of the DTE and are subject to change upon order of the DTE. Intellipath main station lines comprise central office and outside plant facilities for which Schedule A and Schedule B charges are applicable.
1.	Schedule A charges apply for central office common equipment. Schedule A contains a charge which may be paid upfront or in the form of monthly rates over a one, three, five or seven year Optional Payment Period (OPP).
2.	Schedule B contains a monthly rate that is subject to annual change by filed tariff revision to reflect changes in the Consumer Price Index (CPI) for the previous year. Schedule B monthly rates apply as long as facilities are in-service.

New England Telephone and Telegraph Company

5. Digital Centrex Services
5.1 INTELLIPATH® Digital Centrex Service

5.1.3 Payment Plan	
B.	Discontinuance of Service — Service may be discontinued at any time during the seven year service contract period. If Schedule A charges are paid in the form of monthly rates, the present value of the unpaid balance, if any, is due and payable when service is discontinued.
C.	Additional Lines — Additional main stations may be added to an existing system at any time during the system's seven year service contract at the currently effective Vintage schedule. Schedule A payments for additional main stations will be calculated at the 60 month payment period rates. Schedule A payments for the first 200 lines added to the originally contracted system will be conterminous with the expiration date of the system's service contract. For all other lines added, a full 60 month's obligation is applicable.
D.	Relocation — Relocation of Intellipath service is not allowed.
E.	Transfer of Service — At the sole discretion of the telephone Company, written permission may be granted to assign the obligation to pay contractual charges to another customer at the same location for a transfer of service charge and an Element 1 service charge, payable by the new customer. In addition to assuming responsibility to pay the contractual charges, the new customer assumes the conditions applicable to Intellipath at the time of the transfer.
1.	A transfer of service without written permission is not allowed.
F.	
1.	
2.	

(C)
 |
 (C)

 (C)
 |
 (D)

 |
 (D)

New England Telephone and Telegraph Company

5. Digital Centrex Services
5.1 INTELLIPATH® Digital Centrex Service

5.1.3 Payment Plan	
G.	<p>Conclusion of the Seven Year Contract Period— At the conclusion of the service contract, service may be continued on a noncontractual basis subject to the appropriate Schedule B rates and Schedule A charges as for a 12 month optional period based on the latest vintage of charges in effect or to become effective until service is discontinued or a new service agreement for currently available Centrex service is elected. Recontracting of Intellipath service is not allowed .</p>
1.	
a.	
b.	
H.	<p>Temporary Suspension of Service— Intellipath main station lines are not subject to the provisions of temporary suspension of service.</p>
I.	<p>Central Office Common Equipment, Central Office Facilities and Outside Plant Facilities— The appropriate Time Value of Money Equivalency Factor, based on a monthly effective interest rate of 1.1642% monthly for Vintage I customers and a monthly effective interest rate of .99384% for Vintage II customers, is multiplied by the Schedule A upfront payment charge to determine the monthly rates for the OPP as shown in Exhibit 5.1.3-1. The present value of outstanding OPP monthly rates for Schedule A charges is determined in accordance with the principles of the Time Value of Money at an effective interest rate of 1.1642% monthly for Vintage I customers, and an effective interest rate of .99384% monthly for Vintage II customers.</p>
1.	<p>When Schedule A charges for central office facilities are paid over a 12, 26, 60 or 84 month OPP, Schedule A charges for outside plant facilities must be paid over the same period unless otherwise specified.</p>
J.	<p>Renegotiation of Service— Intellipath customers may convert to Digital Centrex Plus with no termination penalty as long as the ammended agreement is for an equal or greater number of lines than the currently effective agreement. The amended agreement must be for a period of time at least equal to the remaining time left in the currently effective agreement . An Element 1 service charge applies for the conversion order and any one time or nonrecurring charges apply as appropriate.</p>

(C)
 |
 (C)
 |
 (D)
 |
 (D)

(C)
 |
 (C)

New England Telephone and Telegraph Company

5. Digital Centrex Services
5.1 INTELLIPATH® Digital Centrex Service

5.1.3 Payment Plan

Exhibit 5.1.3-1

Intellipath Time Value of Money Equivalency Factor Table by Selected Service Periods

Vintage I applies for systems installed prior to January 29, 1988 and Vintage II applies for systems installed on or after January 29, 1988.

Vintage	12 Mos.	37 Mos.	60 Mos.	84 Mos.
I	.0898	.0342	.0233	.0187
II	.0888	.0332	.0222	.0176

Exhibit E

New England Telephone and Telegraph Company

3. Provisions for Other Services
3.3 Trunk Line Terminations

3.3.1 Description	
A.	Dial trunk line terminations permit the termination of WATS, foreign exchange or equivalent facilities of Other Common Carriers (OCC) in digital Centrex dial switching equipment for dial level access by stations of the system for outgoing calls. Manual trunk line terminations permit the designated answering location of a system to transfer incoming calls from WATS, foreign exchange or equivalent OCC facilities to other stations within the system.
3.3.2 Application of Rates and Charges	
A.	The dial trunk line termination rate is not applicable to Centrex I, II or Custom Centrex. The manual trunk line termination is not available with Centrex I or Centrex II. Monthly rates apply per trunk.