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July 11, 2003

Ms. Luly E. Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, Rhode Island 02888

Dear Ms. Massaro:

We are filing, herewith, for effect August 10, 2003, tariff material consisting of:

**RI PUC No. 15**

<b>Part/Section</b>	<b>Revision of Page(s)</b>	<b>Original of Page(s)</b>
H/2	N/A	13 and 14
M/8	30	N/A

With this tariff filing, Verizon Rhode Island (“Verizon RI”) proposes to introduce a new service - Customer Moves and Changes (CMAC) - that allows the customer to initiate changes to their Centrex line configurations. CMAC is a screen-based system that enables customers to change features associated with one or more Centrex lines, swap Centrex stations/lines, or perform logical queries on configuration information that is stored in the CMAC database. The customer can add a feature to a telephone number, modify an existing feature, or take a feature off a telephone number. This function is limited to the features included in the Centrex feature packages to which the customer subscribes.

If you have any questions regarding this filing, please contact Frances O'Neill-Cunha of my staff at 401 525-3560.

Enclosed are an original and nine copies of the tariff material. Please return a copy of this letter with your stamp of receipt.

Respectfully submitted,

Theresa L. O'Brien

**Verizon Rhode Island**

***Customer Moves and Changes (CMAC) for  
Centrex***

**Tariff Filing Support Package**

**July, 2003**

**Verizon Rhode Island  
Centrex CMAC  
Tariff Filing Support Package**

**Description of the Filing:**

Verizon Rhode Island (“Verizon RI”) proposes to introduce a new service - Customer Moves and Changes (CMAC) - that allows the customer to initiate changes to their Centrex line configurations. CMAC is a screen-based system that enables customers to change features associated with one or more Centrex lines, swap Centrex stations/lines, or perform logical queries on configuration information that is stored in the CMAC database. The customer can add a feature to a telephone number, modify an existing feature, or take a feature off a telephone number. This function is limited to the features included in the Centrex feature packages to which the customer subscribes.

Verizon RI customers can access the CMAC system via a personal computer (PC). A customer can dial up the specific CMAC server by using the public switched network and a modem. Information relating to the customer's Centrex network is stored in the CMAC database. This information can be displayed at the customer's PC, and Centrex configuration changes may be made. Those changes are then stored in tables based on the time and/or date the customer wishes the changes to become effective, and are translated into recent change messages on that time and/or day. These messages are transmitted to the customer's switch, which usually responds with an acceptance message. Upon a switch rejection, a message is electronically mailed to the customer containing additional information about the problem.

**Rate Structure:**

Verizon RI proposes to offer CMAC with a standardized rate structure and pricing across the Verizon footprint. The proposed rate structure for Rhode Island is the same as is in effect in states currently offering CMAC. The rate structure and pricing is as follows:

Nonrecurring Charge	
2 – 200 lines	\$800.00
Monthly Charges	
2 - 200 lines	\$95.00
Charges for systems with more than 200 lines	System-specific pricing*

\* Historically the costs to establish and maintain CMAC have been more predictable for customers with less than 200 lines. As larger Centrex customers purchase greater volumes of

more complex Centrex features, Verizon RI will incur more complex and time consuming set-up activities. The ongoing maintenance and support for the management of these large systems may require additional maintenance time and support activities to address the unique issues surrounding these complex Centrex features. Thus, Verizon RI will offer system-specific pricing for customers with more than 200 lines.

Verizon certifies that the above rates are not less than the Long Run Incremental Cost of CMAC Service.

Verizon New England Inc.

**2. Adjunct Features**  
**2.6 Customer Moves and Changes (CMAC)**

(N)

<b>2.6.1 Description</b>	
<b>A.</b>	Customer Moves and Changes (CMAC) provides Centrex Plus and Intellipath Digital Centrex service customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and certain configurations of their digital Centrex service from the customer's computer terminal.
<b>B.</b>	The management capabilities of CMAC include, but are not limited to, the following: <b>1. Service Option Information Changes:</b> <b>a. Service Level Assignment</b> - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users. <b>b. Call-Pickup Group</b> - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group. <b>c. Call Forwarding Number</b> - The customer can change the number to which a station user forwards calls. <b>d. Authorization Code Assignment</b> - The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user. <b>e. Button Features</b> - The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons). <b>2. Activation/Deactivation of Features</b> - The customer can add a feature to a telephone number that does not have it, modify an existing feature, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages to which the customer subscribed. <b>3. Telephone Number Swaps</b> - The customer can swap telephone number assignments among like lines within a digital Centrex service system.

<b>2.6.2 Regulations</b>	
<b>A.</b>	CMAC is available to either existing or new digital Centrex service customers.
<b>B.</b>	CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
<b>C.</b>	Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
<b>D.</b>	Some of the lines in a customer's digital Centrex service system cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these lines will be made through the Company's existing service order procedures.

(N)

Verizon New England Inc.

**2. Adjunct Features**  
**2.6 Customer Moves and Changes (CMAC)**

(N)

<b>2.6.2 Regulations</b>	
<b>E.</b>	CMAC service is provided per customer digital Centrex service system.
<b>F.</b>	All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Telephone Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
<b>G.</b>	The Telephone Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
<b>H.</b>	The Telephone Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Telephone Company.

<b>2.6.3 Application of Rates and Charges</b>	
<b>A.</b>	CMAC rates are in addition to the rates and charges for the associated digital Centrex service, and for other associated services.
<b>B.</b>	Customers requesting CMAC service for 201 or more lines will be priced under a system-specific arrangement.

(N)

Verizon New England Inc.

**8. Centrex Service**  
**8.2 Adjunct Features**

8.2.6 Centrex Call Management (CCM)				
ID	Service Category	Rate Element	Rate	USOC
	Local Usage Detail (LUD)	Call Detail – First 100,000 messages – Per message	.01	
		Call Detail – Over 100,000 messages – Per message	.005	

8.2.7 Customer Moves and Changes (CMAC)				
ID	Service Category	Rate Element	Rate	USOC
	Customer Moves and Changes	S&E – 2 – 200 lines - Per system equipped	800.00	
		Monthly – 2 – 200 lines - Per system equipped	95.00	
		S&E – 201+ lines - Per system – Note: Rates and charges will be determined on a system-specific basis.	See Note	
		Monthly – 201+ lines - Per system – Note: Rates and charges will be determined on a system-specific basis.	See Note	

(N)  
 (N)