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December 28, 2005

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 January 27, 2006, tariff material consisting of:

**RI PUC No. 15**

<b>Part/Section</b>	<b>Revision of Page(s)</b>	<b>Original of Page(s)</b>
TOC	45 and 66	N/A
D/1	30 and 31	30.1 through 30.3
M/4	22	22.1

In this filing, Verizon Rhode Island (“Verizon RI”) introduces the Customer Service Management (CSM) Optional Feature, which provides customers with the option to monitor their EDSS (Enhanced Dedicated SONET Service) rings. Customer Service Management enables customers to view, get reports and reconfigure their RI EDSS. Verizon RI’s Intrastate CSM is an enhancement to EDSS, which meets the growing demands of Internet Service Providers (“ISPs”) and large business customers for added-value management services. In addition, approval of this CSM tariff will align Verizon RI’s intrastate and interstate offerings and will provide customers with the opportunity to purchase IntraLATA Customer Service Management.

Verizon certifies that the rates for the Customer Service Management Optional Feature are not less than the Long Run Incremental Costs of providing the service.

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

Attachments

**VERIZON Customer Service Management (CSM)  
Optional Feature  
for Enhanced Dedicated SONET Service (EDSS)**

**Tariff Introduction**

**RHODE ISLAND**

**Tariff Filing Support Package**

**December, 2005**

**Customer Service Management (CSM) Optional Feature  
for Enhanced Dedicated SONET Service (EDSS)**

**RHODE ISLAND**

**Tariff Filing Support Package**

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# **Customer Service Management (CSM) Optional Feature for Enhanced Dedicated SONET Service (EDSS)**

## **Section 1 – Purpose of Filing**

In this filing, Verizon Rhode Island (“Verizon RI”) introduces Customer Service Management (CSM), which provides customers with the option to monitor their EDSS (Enhanced Dedicated SONET Service) rings. Customer Service Management enables customers to view, get reports and reconfigure their RI EDSS. Verizon RI’s Intrastate CSM is an enhancement to EDSS, which meets the growing demands of Internet Service Provider (“ISP”) and large business customers for added-value management services. In addition, approval of this CSM tariff will align Verizon RI’s intrastate and interstate offerings and will provide customers with the opportunity vehicle to purchase IntraLATA Customer Service Management.

## **Section 2 – Service Description**

CSM provides a customer with real-time information about the operational status of the customer’s EDSS network and the ability to reconfigure lower level services riding the EDSS ring. Three (3) Service Levels of support are offered for CSM. Each Service Level provides different functionalities. When ordering CSM, the customer must specify the level of CSM support as one of the following three (3) Service Levels:

**Level 1** support provides a network view of real-time detection and reporting of network alarm conditions within the customer’s EDSS network.

**Level 2** support provides the same support described in Level 1 along with the ability for the customer to generate basic network performance reports for its EDSS network. The customer may also request network performance reports that are customized to meet their specific needs.

**Level 3** support provides the same support described in Levels 1 and 2 along with the ability to reconfigure (re-map) the end points of lower level services riding the ring.

CSM Levels 1, 2 and 3 are provided under term plans of 3 years, 5 years, or 7 years. The term plans must be the same duration as the term plan for the EDSS nodes provided with the CSM.

### **Section 3 – Target Market**

CSM provides a service enhancement that meets the growing needs of Internet Service Providers (ISPs) and other large business customers in Rhode Island for monitoring their intrastate EDSS ring. The target market is typically large, sophisticated telecommunications users that want to enhance their EDSS by having access to real-time information regarding the operational status of their optical network, as well as having increased control over the routing of the capacity that they purchase.

### **Section 4 – Application of Rates and Charges**

Monthly Recurring Charges are applicable to CSM:

A CSM Service Level monthly recurring charge applies for each EDSS ring provided with CSM. For customers subscribing to Service Level 3 support, a Preplanned Port monthly recurring charge applies for each preplanned port location established. The Preplanned Port rate is the same as for the equivalent EDSS port serving as the primary location.

Non-Recurring Charges are applicable to CSM as follows:

- A Node Setup charge applies for each node that is equipped with CSM at the time that CSM is initially established on the ring.
- An Add/Remove Node charge applies for each node that is subsequently added to, or removed from, a ring that has already been equipped to provide CSM.
- An Initial CSM Setup charge applies for establishment of the customer's initial CSM database partition. The initial CSM database partition includes setup for up to six (6) users.
- A Setup of Additional Users charge applies for the setup of up to six (6) additional users beyond those provided with the initial database setup when CSM is initially established on the ring.
- A Setup of Additional Partition or Change in CSM Service Level charge applies for the setup of an additional CSM database partition created for the same customer or to change from one CSM service level to another (e.g., change Service Level 2 to Service Level 3). Each additional CSM database provides for the setup of up to six (6) additional users. An additional partition is a dedicated resource in the CSM application database for specific customer user groups (virtual location where all of the customer information resides). Each customer can have one or more partitions, but partitions are not shared between or among customers.
- A Consultation and Support charge applies for each thirty (30) minutes or fraction thereof that the customer requests Telephone Company consultation and support of its CSM network. This charge does not apply during initial setup of CSM on the ring.

- A Telephone Company Performed Reconfiguration charge applies for Service Level 3 customers only when the customer requests that the Telephone Company perform a reconfiguration based on its pre-mapping instructions.
- A Preplanned Port charge applies for Service Level 3 customers only for each port associated with a preplanned location that is established during the initial establishment of CSM on the ring. The Preplanned Port NRC is the same as for the equivalent EDSS port serving as the primary location.

Verizon certifies that the rates for Customer Service Management are not less than the Long-run Incremental Cost of providing Customer Service Management.

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**1. Advanced Data Services**  
**1.6 Enhanced Dedicated SONET Service**

<b>1.6.4 Regulations</b>	
<b>C. Continued</b>	
<b>f.</b>	Service interruptions which continue due to the failure of the customer to authorize replacement of any element of special construction. The period during which no credit allowance will be made begins on the seventh day after the customer receives the Telephone Company's notification of the need for replacement and ends on the day after the Telephone Company receives the customer's authorization for replacement.
<b>g.</b>	Service interruptions during periods when the customer elects not to release the service for testing and/or repair.

<b>1.6.5 Customer Service Management Optional Feature (CSM)</b>	
<b>A.</b>	CSM provides a customer with real-time information about the operational status of the customer's EDSS network and the ability to reconfigure lower level services riding the EDSS ring. Three (3) Service Levels of support are offered for CSM. Each Service Level provides different functionalities to which the customer may gain access. These functionalities are described following and include access to real-time information about the customer's EDSS network, the ability to generate reports, and the ability to reconfigure lower level services riding the EDSS ring. When ordering CSM, the customer must specify one of the following three Service Levels. <ol style="list-style-type: none"> <li>1. Level 1 - provides a network view of real-time detection and reporting of network alarm conditions within the customer's EDSS network.</li> <li>2. Level 2 - provides the same capabilities described in Level 1 along with the ability for the customer to generate basic network performance reports for the customer's EDSS network. The customer may also request network performance reports that are customized to meet specific needs.</li> <li>3. Level 3 - provides the same capabilities described in Levels 1 and 2 along with the ability to reconfigure (re-map) the end points of lower level services riding the ring.</li> </ol>
<b>B.</b>	Reconfiguration using CSM consists of re-mapping the end point of a primary circuit to its Preplanned (backup) Port location. The customer must specify a preplanned port location for each primary circuit installed. The Preplanned Port location is a backup location that is activated and de-activated when a primary circuit is reconfigured at the request of the customer via the CSM platform. A reconfiguration is limited to the mapping of one primary circuit to its assigned preplanned location. For each Preplanned Port location, a monthly recurring rate and a nonrecurring installation charge apply per port in accordance with Section 1.6.5.C. following. <ol style="list-style-type: none"> <li>1. A Telephone Company Performed Reconfiguration charge will apply when the customer requests that the Telephone Company perform a reconfiguration of service on the customer's behalf. This charge does not apply when a customer performs the customer's own service reconfiguration.</li> </ol>

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Verizon New England Inc.

**1. Advanced Data Services**  
**1.6 Enhanced Dedicated SONET Service**

<b>1.6.5 Customer Service Management Optional Feature (CSM)</b>	
<b>B.</b>	<b>(Continued)</b>
<b>2.</b>	Reconfiguration is not permitted on services arranged in the following service configurations: <ul style="list-style-type: none"> <li><b>a.</b> Switched Access Service;</li> <li><b>b.</b> service provided under a shared use arrangement;</li> <li><b>c.</b> service associated with Centrex-CO or Primary Rate ISDN service; or,</li> <li><b>d.</b> primary circuits for which the customer has not specified a preplanned backup location.</li> </ul>
<b>3.</b>	The type of nodes deployed within the EDSS network may limit reconfiguration of OC12/OC12c circuits within an OC48 EDSS. CSM is not available on partial ring configurations.
<b>4.</b>	When CSM is added to an existing ring, existing circuits that are being made reconfigurable will require that an Access Order be issued to designate the circuit as reconfigurable. Nonrecurring charges as set forth in Section 1.6.5.C following may apply. The Telephone Company's ability to provide CSM on a particular ring may be limited by the overall configuration of that ring. Reconfiguration is limited to those circuits that originate and/or terminate on the ring (i.e., at locations served by a node on the ring) and utilize ports that are symmetrical. For circuits that originate or terminate off the ring (i.e., at locations not served by a node on the ring), the reconfiguration is limited to customer premises node locations on the ring.
<b>C.</b>	<b>Application of Rates and Charges</b> - CSM rates and charges are set forth in Part M., Section 6, unless noted otherwise. CSM rates and charges apply in addition to any applicable EDSS rates and charges. Unless otherwise indicated below, CSM rates and charges apply regardless of the Service Level selected by the customer. <ul style="list-style-type: none"> <li><b>1. Monthly Recurring Charges</b> - A CSM Service Level monthly recurring charge applies for each EDSS ring provided with CSM. For customers subscribing to Service Level 3 support, a Preplanned Port monthly recurring charge applies for each Preplanned Port location established. The Preplanned Port rate is the same as for the equivalent EDSS port serving as the primary location.</li> <li><b>2. Nonrecurring Charges</b> - Apply as follows:                     <ul style="list-style-type: none"> <li><b>a.</b> A Node Setup charge applies for each node that is equipped with CSM at the time that CSM is initially established on the ring.</li> <li><b>b.</b> An Add/Remove Node charge applies for each node that is subsequently added to, or removed from, a ring that has already been equipped to provide CSM.</li> <li><b>c.</b> An Initial CSM Setup charge applies for establishment of the customer's initial CSM database partition. The initial CSM database partition includes setup for up to six (6) users.</li> <li><b>d.</b> A Setup of Additional Users charge applies for the setup of up to six (6) additional users beyond those provided with the initial database setup when CSM is initially established on the ring.</li> <li><b>e.</b> A Setup of Additional Partition or Change in CSM Service Level charge applies for the setup of an additional CSM database partition created for the same customer or to change from one CSM service level to another (e.g., change Service Level 2 to Service Level 3). Each additional CSM database provides for the setup of up to six (6) additional users.</li> </ul> </li> </ul>

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Effective: January 27, 2006

Vice-President Regulatory-RI

Verizon New England Inc.

**1. Advanced Data Services**  
**1.6 Enhanced Dedicated SONET Service**

<b>1.6.5 Customer Service Management Optional Feature (CSM)</b>	
<b>C.</b>	<b>(Continued)</b>
f.	A Consultation and Support charge applies for each thirty (30) minutes or fraction thereof that the customer requests Telephone Company consultation and support of its CSM network. This charge does not apply during initial setup of CSM on the ring.
g.	A Telephone Company Performed Reconfiguration charge applies for Service Level 3 customers only when the customer requests that the Telephone Company perform a reconfiguration based on pre-mapping instructions.
h.	A Preplanned Port charge applies for Service Level 3 customers only for each port associated with a preplanned location that is established during the initial establishment of CSM on the ring. The Preplanned Port NRC is the same as for the equivalent EDSS port serving as the primary location.
<b>D.</b>	<b>Terms and Conditions</b>
1.	The customer must utilize Internet web access to connect customer-provided terminal equipment to the Telephone Company's CSM management system. Access to the Internet and any associated rates and charges are the responsibility of the customer. The customer is also responsible for obtaining communications software that is compatible with the software the Telephone Company utilizes to provide CSM. The Telephone Company will work with the customer to determine compatibility of communications software.
2.	CSM is provided only when the Telephone Company provides all nodes on the ring.
3.	Subject to the restrictions set forth in Section 1.6.5.D.4. following, CSM is provided coincident with the installation of the associated EDSS ring, or it may be added to an existing ring.
4.	CSM Service Level is provided under a term plan of 3 years, 5 years, or 7 years, as described following.
a.	The duration of the term plan for a CSM Service Level must be the same duration as the term plan for the EDSS nodes provided with CSM. The customer has the option of subscribing to Preplanned Ports on a month-to-month basis or under a term plan of 3, 5, or 7 years. At the expiration of its 3-, 5-, or 7-year term plan for CSM Service Levels or Preplanned Ports, the customer has the option of extending CSM Service Level or Preplanned Ports with a coterminous end date as described in Section 1.6.5.D.4.b. following.
b.	The expiration date of each CSM Service Level added subsequent to the initial installation must be coterminous to the expiration date of the associated EDSS service, provided that the addition is prior to the 21st month for a 3-year plan, prior to the 36th month for a 5-year plan, or prior to the 50th month for a 7-year plan. A CSM added after the aforementioned periods requires extension of the commitment period for the associated EDSS service in accordance with Section 1.6.5.A. preceding. Such extension results in the establishment of a new plan that includes both the EDSS and the CSM under the same plan with the same expiration date.

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**1. Advanced Data Services**  
**1.6 Enhanced Dedicated SONET Service**

<b>1.6.5 Customer Service Management Optional Feature (CSM)</b>	
<b>D.</b>	<b>(Continued)</b>
<b>5.</b>	With Service Level 2 or 3 support, the customer may retrieve certain basic reports containing performance-monitoring information on its EDSS network, as designated and provided by the Telephone Company. Basic reports are available at no additional charge to the customer. The customer may also request that a report be customized to meet particular needs. Rates and charges for customized reports are provided on an Individual Case Basis (ICB). Reports are not provided with Level 1 support.
<b>6.</b>	CSM is subject to termination liability if CSM is removed prior to completion of the existing commitment period. The terms and conditions in Section 1.6.6. following, as applicable, apply to removal of CSM prior to completion of the existing commitment period.

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<b>1.6.6 Termination Liability</b>	
<b>A.</b>	Termination liability applies to EDSS service, and is charged per rate element on all ports, nodes, mileage and high-speed interfaces, except month-to-month ports for which the one-month minimum service charge applies.
<b>B.</b>	EDSS service may be canceled without termination liability when cancellation of the service occurs within thirty (30) days of the effective date of a Telephone Company initiated rate increase of eight percent (8%) or more on any rate applicable to EDSS service.
<b>C.</b>	Termination liability will not apply if a customer changes to a longer-term commitment period, and the number of services or ports included in the new commitment period remains the same or increase.
<b>D.</b>	Termination liability will not apply to a customer upgrade (change to a higher capacity) of an EDSS node or port, if all of the following conditions are met: <ol style="list-style-type: none"> <li>1. A new commitment period commences with the upgrade.</li> <li>2. The new expiration date must extend beyond the discontinued plan date.</li> <li>3. The new EDSS service is provided at the same customer and/or Telephone Company location(s) as the discontinued service plan.</li> <li>4. Additional nodes and ports added at the time of the upgrade incur all applicable rates and charges.</li> </ol>
<b>E.</b>	The customer can move a node from one location to another location without incurring termination liability providing that all of the following conditions are met: <ol style="list-style-type: none"> <li>1. A new commitment period commences with the move.</li> <li>2. The new expiration date extends beyond the date of the disconnected plan date.</li> <li>3. The customer accepts a temporary interruption of the existing service in order to establish the new service.</li> <li>4. The new service is ordered at the same time as the service order for the disconnection of the old service.</li> </ol>

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**4. Rates and Charges**  
**4.4 Enhanced Dedicated SONET Service**

4.4.1 Enhanced Dedicated SONET Service						
ID	Service Category	Rate Element	Rates			
			Initial Installations		Subsequent Installations	
	EDSS Port – Non-Recurring Charges		Month-to-Month	Term Plans	Month-to-Month	Term Plans
		GigE12 at OC48 Node – First – NRC	767.00	N/A	1.00	1.00
		GigE12 at OC48 Node – Additional - NRC	327.00	N/A	.75	.75
		GigE12 at OC192 Node – First – NRC	767.00	N/A	1.00	1.00
		GigE12 at OC192 Node – Additional – NRC	327.00	N/A	.75	.75
		GigE24 at OC48 Node – First – NRC	767.00	N/A	1.00	1.00
		GigE24 at OC48 Node – Additional – NRC	327.00	N/A	.75	.75
		GigE24 at OC192 Node – First – NRC	767.00	N/A	1.00	1.00
		GigE24 at OC192 Node – Additional – NRC	327.00	N/A	.75	.75

4.4.2 Enhanced Dedicated SONET Service – Customer Service Management						
ID	Service Category	Rate Element	Rates			
			Monthly	3-Year	5-Year	7-Year
	EDSS CSM – Service Levels	Level 1 - Monthly	N/A	250.00	250.00	250.00
		Level 2 - Monthly	N/A	450.00	450.00	450.00
		Level 3 - Monthly	N/A	850.00	850.00	850.00
	EDSS CSM – Preplanned Port	Per Preplanned Port – Monthly	See EDSS Ports 4.4.1	See EDSS Ports 4.4.1	See EDSS Ports 4.4.1	See EDSS Ports 4.4.1

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