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**11.1 GENERAL**

The design of commercial *buildings* shall comply with 521 CMR, except as specified or modified in 521 CMR 11. Commercial *buildings* are *public buildings* as defined in 521 CMR and shall include but not be limited to: the part or parts of *buildings* where a service or product is offered to the public and into which a member of the public may enter including but not limited to: doctors', dentists', and counseling offices, chiropractors', psychologists' and psychiatrists' offices, lawyers', and accountants' offices, insurance companies, veterinarians, realtors, travel agents, as well as city and town halls and *facilities*.

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**11.2 COMMERCIAL FACILITIES LOCATED IN PRIVATE RESIDENCES**

When a commercial *facility* is located in a private residence, the portion of the residence used exclusively in the operation of the commercial *facility* or that portion used both for the commercial *facility* and for residential purposes shall comply with 521 CMR

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**11.3 COMMERCIAL CONDOMINIUMS**

Those spaces in commercial condominiums where the service or product is offered to the public, and those premises which a member of the public may enter shall comply with 521 CMR.

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**11.4 PUBLIC TOILETS**

Wherever public toilets are provided for customers, visitors or clientele of said businesses, they are required to comply fully with 521 CMR 30, **PUBLIC TOILETS**.

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**11.5 PUBLIC TELEPHONES**

Wherever public telephones are provided for customers, visitors or clientele of said businesses, they are required to comply fully with 521 CMR 37, **PUBLIC TELEPHONES**.

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**11.6 TRANSACTION AREAS**

Transaction areas in commercial buildings shall comply with 521 CMR 7.2.2 **Other transaction areas**.