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July 20, 2007

Ms. Beth W. Salak, Director
Division of Competitive Markets and Enforcement
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Salak:

Attached are revised tariff pages filed to become part of the Verizon Florida LLC General Services Tariff.

Section A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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2nd Revised Page 100
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1st Revised Page 103
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The purpose of this filing is to update Custom Redirect Service provisions.

If you require additional information, please call Carlton Ball at (813) 483-2529.

Sincerely,
David M. Christian
Vice President
Regulatory Affairs Florida

DMC:rt

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service

1. General

- A. Custom Redirect Service enables customers to redirect all or a part of their incoming switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.
- B. Basic Custom Redirect Service offers three options to redirect calls. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a Custom Redirect Optional Feature as described herein. (C)

2. Conditions

- A. Custom Redirect Service is available where Company facilities permit.
- B. Custom Redirect Service may be provisioned with group sizes as small as one.
- C. Tariff rates will not apply to numbers requiring excessive translations work. Customers whose numbers meet this criteria will need to apply for Individual Case Basis pricing.
- D. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service. (C)
|
(C)
- E. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either a customer location, an inter-exchange carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. NOTE: In the event the final destination is out of the LATA, the customer provides the PIC and the Telephone Company hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
- F. It is the responsibility of the Custom Redirect customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
- G. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

2. Conditions (Continued)

- H. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the regulations contained in General Rules and Regulations.
- I. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.
- J. Initial Average Monthly Query Volumes are estimates only. After installation, Verizon will periodically and at our discretion, complete audits of number of queries and billing will be corrected if necessary to make adjustment to the monthly charges based upon the results of the audit. (N)
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(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.3 Regulations

a. Explanation of Terms

- (1.) Equipped number - is the subscriber's called telephone number with Custom Redirect Service.
- (2.) Group - A group is the collection of Equipped numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. If the customer chooses to have option three "active" in a particular group, then all equipped numbers in the group will be redirected according to the direction in option three. Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.
- (3.) Option Column - An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns per group with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge (C) applies per additional option chosen. Only one option is active for a group at any given time. For (C) example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect and option three was provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.
- (4.) Redirecting Telephone Number - A redirecting telephone number will have no office equipment associated with it and will be used solely for the purposes of redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination.
- (5.) Modification of Active Option - When the customer elects to redirect calls, the customer calls into the Company platform using a touch-tone telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service.

The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.
- (6.) Termination Liability - When the service is originally ordered, a twelve-month termination liability will apply. If Custom Redirect Service is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation. (C)
(D)
- (7.) 5 Year Contract - Customers with more than 500 lines provisioned may choose to sign a five-year contract, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period the rate will be recalculated to the month-to-month rate and the twelve-month termination liability will apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.3 Regulations (Continued)

b. Optional Features

- (1.) Time-of-Day/Day-of-Week Redirection - An optional feature which allows customers to redirect the customer's calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.
- (2.) Percentage Redirection - Redirecting may be done by percentages, For example, when Percentage Redirecting is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

(D)
 |
 (D)

- (3.) Number Identification Redirecting - Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call may be completed as dialed.

(T)

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Number Identification may not be used to pass the calling party's number to the customer.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.3 Regulations (Continued)

b. Optional Features (Continued)

- (4.) SuperGroups - The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow the customer to modify the active option of multiple groups at the same time. For example if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3. (T)

The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. Group 105 would be set to option 2.

- (5.) Single Number Destination Service - This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning customers must designate an interexchange carrier of their choice to carry the redirected traffic. The billing for calls redirected using this feature will be by the carrier specified by the customer. (T)

- (6.) Custom Applications - Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record a single table or single field manipulation to meet a specific customer's need. Dialed Number Recovery (DNR) is an example of a Custom Applications. (T)

Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location. (C)

It is not the intent to provide all AIN custom applications through this tariff item. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will be provided on an individual case basis.

- (7.) Alternate Central Office Triggering - The ability to place triggers in central offices switches, other than the original terminating central office allows customers to redirect from the office in which the call originates without requiring the call to complete to the serving central office. In the event that the serving central office is out of service the customers Custom Redirect Service may be activated and all calls processing in an office with an alternate office trigger will be redirected per the current active option at that time. Triggers are associated with a specific customer NPA-NXX. (T)

Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Group charges would be reflective of this increased call volume.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.4 Application of Rates

- a. Service Establishment Charge - Charges will apply for the original order for Custom Redirect Service per Service Order or per Account. This charge will apply to new orders of Custom Redirect Service. If a customer is modifying an existing order, including adding additional numbers, the Rearrangement Charge applies. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge. (C)
- b. Equipped Number - There will be a monthly rate, in addition to a nonrecurring charge, for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed. (C)
- c. Group Charges (Average Monthly Group Volume Charge) - A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume, as enhancements to the call processing logic are added and additional triggers placed the query volume may exceed the call volume. (C)
- d. Rearrangement Charges - A nonrecurring charge will apply to each rearrangement. This is in addition to any normal service order charge. Each change to a equipped number will result in a nonrecurring charge for each equipped number impacted.
- e. Password Initialization - This charge applies each time, after service establishment, that the customer requests that the Company reinitialize the pass code to the default pass code or is requested to modify existing security profiles.
- f. Redirection Charges - There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

When calls are redirected, the Custom Redirect subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

- g. Redirecting Telephone Numbers - A monthly rate and a nonrecurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purposes of generating a trigger.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.4 Application of Rates (Continued)

h. Optional Feature Charges

- (1) Time-of-Day/Day-of-Week - A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply. (D)
- (2) Percentage Redirecting - A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply. (D)
- (3) Number Identification Redirection - A monthly rate and a nonrecurring charge will apply for the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge. (T)
- (4) SuperGroups - A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply. (T)
- (5) Single Number Destination - A monthly and nonrecurring charge will apply for each group on which this feature is ordered. (T)
- (6) Custom Application - A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply. (T)
- (7) Alternate Central Office Trigger - A nonrecurring charge will apply at the time of the establishment of the trigger and a flat monthly rate will be billed for each NPA-NNX trigger in each Central Office Switch in which the trigger is placed. For changes made by the Company on behalf of the customer, rearrangement charges will apply. (T)
- (8) Special CRS Transactions - Occasionally customers will require a one-time effort related to their CRS service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to determine the costs associated with these special requests. A nonrecurring charge as specified in A13.45.5 will apply at the time of the special request. In addition to this nonrecurring charge, customers will be charged a nonrecurring negotiated charge based on estimated time/effort/value of the special services that have been requested on an individual case basis if the Company completes the request. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.5 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
<u>Service Establishment Charge</u>		\$500.00	
Per Service order or per Account			(N)
<u>Equipped Number (per line)</u>			(C)
1 – 50	\$2.50	2.35	
51 – 100	2.35	2.35	
101 – 500	2.00	2.35	
501 – 1000	1.50	2.35	
1000+	1.10	2.35	
<u>Equipped Number w/5-yr. Contract (min. 500 lines)</u>	1.10	2.35	(C)
<u>Average Monthly Group Volume (Queries/Mo./Grp.)</u>			
	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Up to 1,000	\$25.00	\$50.00	
Up to 10,000	80.00	50.00	
Up to 25,000	150.00	50.00	
Up to 50,000	280.00	50.00	
Up to 75,000	425.00	50.00	
Up to 100,000	550.00	50.00	
Up to 250,000	1,300.00	50.00	
Up to 500,000	2,500.00	50.00	
Up to 750,000	3,600.00	50.00	
Up to 1,000,000	4,500.00	50.00	
1,000,000+ Multiples of the above may be applied. EX: 1,500,000 would be the combined rates for 1,000,000 and 500,000 for a monthly total of \$7,000.			

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.5 Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Password Initialization, Per Occasion	-	\$50.00
Rearrangement/Change, Per Occasion	-	250.00
Rearrangement/Change, Per Number	-	2.35
Time-of-Day, Day-of-Week Redirection	25.00	100.00
Percentage Redirecting	25.00	100.00
Number Identification Redirecting (Includes first 100)	50.00	500.00
Per 100 Numbers after Initial 100	10.00	100.00
Redirecting Telephone Number Per number	1.00	5.00
Additional Options (after initial 3)	25.00	200.00
SuperGroups Per SuperGroup	1.00	50.00
Single Number Destination Per Group	10.00	50.00
Custom Application	25.00	200.00
Alternate Central Office Trigger PerTrigger, Per Switch	1.00	500.00
Special CRS Transaction	-	100.00

(N)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service

1. General

- A. Custom Redirect Service enables customers to redirect all or a part of their incoming switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.
- B. Basic Custom Redirect Service offers three options to redirect calls. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a Custom Redirect Optional Feature as described herein. (C)

2. Conditions

- A. Custom Redirect Service is available where Company facilities permit.
- B. Custom Redirect Service may be provisioned with group sizes as small as one.
- C. Tariff rates will not apply to numbers requiring excessive translations work. Customers whose numbers meet this criteria will need to apply for Individual Case Basis pricing.
- D. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service. (C)
(C)
- E. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in a customer location, an inter-exchange carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. NOTE: In the event the final destination is out of the LATA, the customer provides the PIC and the Telephone Company hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
- F. It is the responsibility of the Custom Redirect customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
- G. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

2. Conditions (Continued)

H. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the regulations contained in General Rules and Regulations.

I. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.

J. Initial Average Monthly Query Volumes are estimates only. After installation, Verizon will periodically and at our discretion, complete audits of number of queries and billing will be corrected if necessary to make adjustment to the monthly charges based upon the results of the audit. (N)
_ |
_ (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.3 Regulations

a. Explanation of Terms

- (1.) Equipped number - is the subscriber's called telephone number with Custom Redirect Service.
- (2.) Group - A group is the collection of Equipped numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. If the customer chooses to have option three "active" in a particular group, then all equipped numbers in the group will be redirected according to the direction in option three. Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.
- (3.) Option Column - An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns per group with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect and option three was provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature. (C)
(C)
- (4.) Redirecting Telephone Number - A redirecting telephone number will have no office equipment associated with it and will be used solely for the purposes of redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination.
- (5.) Modification of Active Option - When the customer elects to redirect calls, the customer calls into the Company platform using a touch-tone telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service.

The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.
- (6.) Termination Liability - When the service is originally ordered, a twelve-month termination liability will apply. If Custom Redirect Service is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation. as long as the total number of Custom Redirect main telephone numbers has not decreased. (C)
(D)
- (7.) 5 Year Contract - Customers with more than 500 lines provisioned may choose to sign a five-year contract, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period the rate will be recalculated to the month-to-month rate and the twelve-month termination liability will apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.3 Regulations (Continued)

b. Optional Features

- (1.) Time-of-Day/Day-of-Week Redirection - An optional feature which allows customers to redirect the customer's calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.
- (2.) Percentage Redirection - Redirecting may be done by percentages, For example, when Percentage Redirecting is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

~~(3.) Auto Attendant Redirecting - The Company will load a customer defined prerecorded message. After incoming callers hear the message, they may be prompted to enter a "1", "2", or "3" on their touch tone pad. The call will then be redirected to a telephone number that the customer designated for that selection. The customer may select up to three redirect choices for each equipped number. The Auto Attendant Redirecting feature may be used with any of the option columns. When this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.~~ (D)

(43.) Number Identification Redirecting - Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call may be completed as dialed. (T)

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Number Identification may not be used to pass the calling party's number to the customer.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.3 Regulations (Continued)

b. Optional Features (Continued)

- (54.) SuperGroups - The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow the customer to modify the active option of multiple groups at the same time. For example if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3. (T)

The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. Group 105 would be set to option 2.

- (65.) Single Number Destination Service - This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning customers must designate an interexchange carrier of their choice to carry the redirected traffic. The billing for calls redirected using this feature will be by the carrier specified by the customer. (T)

- (76.) Custom Applications - Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record a single table or single field manipulation to meet a specific customer's need. Dialed Number Recovery (DNR) is an example of a Custom Applications. (C)

Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location. (C)

It is not the intent to provide all AIN custom applications through this tariff item. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will be provided on an individual case basis.

- (87.) Alternate Central Office Triggering - The ability to place triggers in central offices switches, other than the original terminating central office allows customers to redirect from the office in which the call originates without requiring the call to complete to the serving central office. In the event that the serving central office is out of service the customers Custom Redirect Service may be activated and all calls processing in an office with an alternate office trigger will be redirected per the current active option at that time. Triggers are associated with a specific customer NPA-NXX. (T)

Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Group charges would be reflective of this increased call volume.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.4 Application of Rates

- a. Service Establishment Charge - Charges will apply for the original order for Custom Redirect Service per Service Order or per Account. This charge will apply to new orders of Custom Redirect Service. If a customer is modifying an existing order, including adding additional numbers, the Rearrangement Charge applies. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge. (C)
- b. Monthly Rate Per Equipped Number - There will be a monthly rate, in addition to a nonrecurring charge, for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed. (C)
- c. Group Charges (Average Monthly Group Volume Charge) - A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume, as enhancements to the call processing logic are added and additional triggers placed the query volume may exceed the call volume. (C)
- d. Rearrangement Charges - A nonrecurring charge will apply to each rearrangement. This is in addition to any normal service order charge. Each change to a equipped number will result in a nonrecurring charge for each equipped number impacted.
- e. Password Initialization - This charge applies each time, after service establishment, that the customer requests that the Company reinitialize the pass code to the default pass code or is requested to modify existing security profiles.
- f. Redirection Charges - There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

When calls are redirected, the Custom Redirect subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

- g. Redirecting Telephone Numbers - A monthly rate and a nonrecurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purposes of generating a trigger.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.4 Application of Rates (Continued)

h. Optional Feature Charges

- (1) Time-of-Day/Day-of-Week - A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.
- (2) Percentage Redirecting - A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.
- (3) ~~Auto Attendant Redirection~~ ~~— Due to the custom nature of this feature, pricing will be developed for each application on an Individual Case Basis.~~ (D) (D)
- (4)(3) Number Identification Redirection - A monthly rate and a nonrecurring charge will apply for the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge. (T)
- (5)(4) SuperGroups - A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply. (T)
- (6)(5) Single Number Destination - A monthly and nonrecurring charge will apply for each group on which this feature is ordered. (T)
- (7)(6) Custom Application - A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply. (T)
- (8)(7) Alternate Central Office Trigger - A nonrecurring charge will apply at the time of the establishment of the trigger and a flat monthly rate will be billed for each NPA-NNX trigger in each Central Office Switch in which the trigger is placed. For changes made by the Company on behalf of the customer, rearrangement charges will apply. (T)
- (9)(8) Special CRS Transactions - Occasionally customers will require a one-time effort related to their CRS service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to determine the costs associated with these special requests. A nonrecurring charge as specified in A13.45.5 will apply at the time of the special request. In addition to this nonrecurring charge, customers will be charged a nonrecurring negotiated charge based on estimated time/effort/value of the special services that have been requested on an individual case basis if the Company completes the request. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.5 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Service Establishment Charge		\$500.00	
<u>Per Service order or per Account</u>			<u>(N)</u>
<u>Line Feature Equipped Number (per line)</u>			<u>(C)</u>
1 – 50	\$2.50	2.35	
51 – 100	2.35	2.35	
101 – 500	2.00	2.35	
501 – 1000	1.50	2.35	
1000+	1.10	2.35	
<u>Line Feature Equipped Number w/5-yr. Contract (min. 500 lines)</u>	1.10	2.35	<u>(C)</u>

Average Monthly Group Volume (Queries/Mo./Grp.)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Up to 1,000	\$25.00	\$50.00
Up to 10,000	80.00	50.00
Up to 25,000	150.00	50.00
Up to 50,000	280.00	50.00
Up to 75,000	425.00	50.00
Up to 100,000	550.00	50.00
Up to 250,000	1,300.00	50.00
Up to 500,000	2,500.00	50.00
Up to 750,000	3,600.00	50.00
Up to 1,000,000	4,500.00	50.00

1,000,000+ Multiples of the above may be applied. EX: 1,500,000 would be the combined rates for 1,000,000 and 500,000 for a monthly total of \$7,000.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.5 Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Password Initialization, Per Occasion	-	\$50.00	
Rearrangement/Change, Per Occasion	-	250.00	
Rearrangement/Change, Per Number	-	2.35	
Time-of-Day, Day-of-Week Redirection	25.00	100.00	
Percentage Redirecting	25.00	100.00	
Number Identification Redirecting (Includes first 100)	50.00	500.00	
Per 100 Numbers after Initial 100	10.00	100.00	
Redirecting Telephone Number <u>Per number</u>	1.00	5.00	<u>(N)</u>
Additional Options (after initial 3)	25.00	200.00	
SuperGroups Per SuperGroup	1.00	50.00	
Single Number Destination Per Group	10.00	50.00	
Custom Application	25.00	200.00	
Alternate Central Office Trigger Per Trigger, Per Switch	1.00	500.00	
Special CRS Transaction	-	100.00	
Auto-Attendant Redirecting		ICB Pricing	<u>(D)</u>