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September 19, 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 new tariff pages filed to become part of the Verizon Florida LLC General Services Tariff.

Section A12. Central Office Non-Transport Service Offerings

5th Revised Page 10.1  
6th Revised Page 11  
1st Revised Page 42  
2nd Revised Page 43

Section A13. Miscellaneous Service Arrangements

5th Revised Page 11.1.1  
11th Revised Page 11.2  
7th Revised Page 11.2.1

The purpose of this filing is to append a more comprehensive and detailed description of Automatic Call Return (\*69) to the local tariff, and to clarify the terms for Selective and Complete Call Blocking.

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

Sincerely,

David M. Christian  
Vice President  
Regulatory Affairs Florida

DMC:ret  
Attachments

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.6 CentraNet<sup>®</sup> Service/Digital (ISDN) CentraNet<sup>®</sup> Service (Continued)

.4 Definition of Features (Continued)

- e. CentraNet<sup>®</sup> Series 3000 (The features below are in addition to the CentraNet<sup>®</sup> Series 1000 and CentraNet<sup>®</sup> Series 2000 Package features)

Call Forwarding/Incoming - When activated by a Main Station user, automatically routes incoming calls from outside the CentraNet<sup>®</sup> System intended for his Main Station to any other Main Station selected within the same system or outside the CentraNet<sup>®</sup> system. The Main Station selected may also be the attendant. The attendant may also activate call forwarding for a Main Station.

Call Forwarding/Within Group - This feature restricts a station user so that calls may only be forwarded to other stations in the business group.

Executive Busy Override - This feature allows a station user to access a busy station after a break-in tone alerts the busy station.

(D)

Off Hook Queuing - When used with Automatic Route Selection (ARS), queuing is available on primary (first choice) routes in ARS patterns. The text and announcement provided with the optional recorded announcement feature will be provided by the Company. The music or music-on-queue will be provided by the customer. This requires a voice-grade channel between the central office and the customer-provided music source, and the optional Music-On-Hold feature. This feature is only available with off-hook queuing. The customer must specify the length of time a call is held in the queue before being routed to a reorder tone. Incoming tie lines can have only off-hook queuing. All main stations must be equipped with the same type of queuing. Off-hook queuing must have either a recorded announcement or music.

(D)

Ringback Queuing - This feature permits a station user with activated queuing to go on-hook and be called when the busy facility comes available.

Speed Call Long List (Individual) - This feature allows a station user to place calls to 30 commonly called destinations using two to four digits.

- f. CentraNet<sup>®</sup> CCLASS (In order to subscribe to CCLASS, the customer must also subscribe to at least Line Feature Package - Series 1000).

Automatic Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

Automatic Call (\*69) - Allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, information associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

(C)

If possible, the service may also allow a customer to return the call automatically by dialing "1". \*69 cannot automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

This feature is offered on a monthly subscription or per activation basis. Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service.

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<sup>®</sup> - Registered Trademark of VERIZON.

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## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentraNet® CustoPAK (Continued)

## .3 Description of Features (Continued)

c. CentraNet® CustoPAK Optional Features

These services may be selected by the customer and may be added to any line or hunt group of the customers choosing, however there will be additional charges for these services.

**Automatic Busy Redial (\*66)** - This feature allows the user that attempts a call to a busy line, within their defined calling area, to dial a code (\*66) and be automatically connected to that line when both lines are idle. Once activated, a 30-minute queuing process begins with a voice prompt advising the user that the network will attempt the call again. The user will be alerted with a special ring when the call is returned.

**Automatic Call Return (\*69)** - \*69 allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, information associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". \*69 cannot automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

This feature is offered on a monthly subscription or per activation basis. Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service.

**General Disclaimer/Conditions:**

Custom Local Area Signaling Service are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

**Rates & Charges:**

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back.

**Call Block (\*60)** - This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the user's line. The numbers the user chooses to block must be from the user's defined calling area. Calls from outside the user's defined calling area and operator calls cannot be blocked. Once activated, any calls from these twelve numbers will be routed to an intercept message instead of completing.

**Call Park** - This feature allows the user to "park" a call against their own number, and then retrieve the call from any other station in the group. Only one call can be parked on any one number at a time.

**Call Park Directed** - This feature is an enhanced call park feature and enables the user to "park" a call on any number within the CentraNet® CustoPAK group, except their own number, and then retrieve the call from the number the call was parked on. Only one call can be parked on any one number at a time.

(M) Material relocated to Page 43.  
® Registered Trademark of Verizon

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## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentraNet® CustoPAK (Continued)

## .3 Description of Features (Continued)

## c. CentraNet® CustoPAK Optional Features (Continued)

**Call Trace** - Allows the user to trace the number of the last call received, and have the number automatically reported to the telephone company. (M)

**Caller ID-Name and Number** - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it.

**Caller ID-Number** - This feature allows the user (with compatible CPE) to view the telephone number, of the incoming call, before answering the call or choosing to ignore the call. (M)

**Enhanced Call Forwarding – Existing Number** – This feature enables the user to forward their existing number from any touch call phone via a toll-free number to any dialable pager, cellular phone, work phone, or home phone.

**Enhanced Call Forwarding with Call Manager – Existing Number** - This feature enables the user to forward their existing number from any touch call phone via a toll-free number to any dialable pager, cellular phone, work phone, or home phone.

**Executive Busy Override (\*40)** - This feature allows the user, upon reaching a busy line inside the group, to dial a code (\*40) to gain access to the busy line, thus establishing a three-way call. The called number must be in the CentraNet® CustoPAK group, and will receive a warning tone prior to the establishment of the three-way conference call.

**Last Number Redial (\*77)** - This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS.

**Special Call Forwarding** - This feature allows the user the ability to program a list of up to twelve numbers, of their choosing, that they want to be forwarded. When one of the pre-programmed numbers calls the user, the call will be forwarded to the number the user has programmed to receive the call. Calls from all other numbers will be handled in the normal manner. If Call Forwarding for all calls is activated, it will override this feature.

**Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Two<sup>1</sup>** - Allows the CentraNet® CustoPAK customer who subscribes to Unlimited ECS and Toll Usage for Business to also subscribe, on the same line(s), to either or both Caller ID and/or Voice Messaging<sup>2</sup> offered in Feature Package Two.

**Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Three<sup>1</sup>** - Allows the CentraNet® CustoPAK customer who subscribes to Unlimited ECS and Toll Usage for Business to also subscribe, on the same line(s), to either or both Caller ID and/or One Point Voice Messaging<sup>3</sup> offered in Feature Package Three.

**VIP Alert** - This feature provides the user the ability to receive a special notification when a call is received from (one to twelve) previously identified numbers. A special ring (short-long-short) will be used to notify the user of a call from one of the numbers on their special list. This feature will not work on a hunt group Pilot number.

<sup>1</sup> See Section A13.14.6c of this tariff for a description of these services.

<sup>2</sup> Voice Messaging is a non-regulated service.

<sup>3</sup> One Point Voice Messaging is a non-regulated service.

(M) Material relocated from Page 42.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service

a. Conditions

- (1.) Custom Calling Local Area Signaling Service is a group of Verizon calling services offered to single line residential and single line business customers subscribing to one party local exchange service.
- (2.) Custom Calling Local Area Signaling Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information. (C)
- (3.) Operator assisted calls are designed to override the screening list features for emergency purposes.
- (4.) Coin phones will not be enabled with Custom Calling Local Area Signaling Service services, just as they are not enabled with other Verizon calling services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.
- (5.) When a CCLASS service or package is ordered subsequent to the installation of its associated exchange line, the Network Access Change Charge shall be waived for up to sixty (60) days from the initial request for service.
- (6.) Satisfaction Guarantee

If at anytime the customer notifies Verizon Florida LLC he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Verizon will remove the service from the customer's account. (D)

The Satisfaction Guarantee will apply to all Verizon calling services/features listed in Section A13.14 of this Tariff. (D)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .4 Custom Calling Local Area Signaling Service (Continued)

## b. Description

- (1.) Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

- (2.) \*69 allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, information associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". \*69 cannot automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using \*69 will apply.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

- (3.) Select Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

- (4.) Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the Call Trace feature, the customer automatically authorizes Verizon Florida to store the results of any and all traces initiated by the customer in the Telephone Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

- (5.) Selective Blocking (Per Call) allows a single-line customer to mark a call "private". This is accomplished on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the delivery of the telephone number or name and number. (C)

This feature is available on all lines without presubscription, and at no charge.

Feature Interactions:

\* 69 - The terminating central office will recognize this "private" marking and prevent telephone number announcement to someone using \*69 service. (C)

Call Block - The terminating central office will recognize this "private" marking and if the number is entered onto the screening list automatically (not by dialing the digits), the voice announcement system will say the number cannot be announced during the screen list editing review. The calling number, however, will be matched against the customer's screening list and routed accordingly.

Caller ID-Number Only- The terminating central office will recognize this "private" marking and transmit that signal to the display device, which in turn will display "P", "PRIVATE", OR "PRIVATE NUMBER" or such similar indicator on that call.

Call Trace - This service is unaffected, and will record the calling number.

- (6.) Complete Blocking (Per Line) allows a single-line customer to mark their number or name and number "private" on all calls without dialing an activation code. To unblock and pass the number or name and number, the customer must dial \*82 before each call. When the calling party hangs up, the line reverts back to Complete Blocking. (C)

This service is available only to established shelters of domestic violence intervention agencies and law enforcement agency offices (including lines located at the residences of law enforcement employees with written authorization from the law enforcement agency) and must be established/removed via a service order.

Feature Interactions are the same as in Item (5.) above. (C)

- (7.) Anonymous Call Block is an arrangement that allows a called party to reject calls from parties that have marked their calls "private". When Anonymous Call Block is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the blocking feature. Customers may activate or deactivate this arrangement by dialing a preassigned activation code.

This feature will be available, subject to the availability of facilities at no charge to Call Block customers. A charge will apply to non-Call Block customers who subscribe to the Anonymous Call Block feature.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.6 CentraNet<sup>®</sup> Service/Digital (ISDN) CentraNet<sup>®</sup> Service (Continued)

.4 Definition of Features (Continued)

- e. CentraNet<sup>®</sup> Series 3000 (The features below are in addition to the CentraNet<sup>®</sup> Series 1000 and CentraNet<sup>®</sup> Series 2000 Package features)

Call Forwarding/Incoming - When activated by a Main Station user, automatically routes incoming calls from outside the CentraNet<sup>®</sup> System intended for his Main Station to any other Main Station selected within the same system or outside the CentraNet<sup>®</sup> system. The Main Station selected may also be the attendant. The attendant may also activate call forwarding for a Main Station.

Call Forwarding/Within Group - This feature restricts a station user so that calls may only be forwarded to other stations in the business group.

Executive Busy Override - This feature allows a station user to access a busy station after a break-in tone alerts the busy station.

~~— (Deleted) (D)~~

Off Hook Queuing - When used with Automatic Route Selection (ARS), queuing is available on primary (first choice) routes in ARS patterns. The text and announcement provided with the optional recorded announcement feature will be provided by the Company. The music or music-on-queue will be provided by the customer. This requires a voice-grade channel between the central office and the customer-provided music source, and the optional Music-On-Hold feature. This feature is only available with off-hook queuing. The customer must specify the length of time a call is held in the queue before being routed to a reorder tone. Incoming tie lines can have only off-hook queuing. All main stations must be equipped with the same type of queuing. Off-hook queuing must have either a recorded announcement or music.

~~— (Obsolete - See Section A112) (D)~~

Ringback Queuing - This feature permits a station user with activated queuing to go on-hook and be called when the busy facility comes available.

Speed Call Long List (Individual) - This feature allows a station user to place calls to 30 commonly called destinations using two to four digits.

- f. CentraNet<sup>®</sup> CCLASS (In order to subscribe to CCLASS, the customer must also subscribe to at least Line Feature Package - Series 1000).

Automatic Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

~~Automatic Call Return allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature, the number of the most recent party who called is announced if it is available and the delivery has not been cancelled. To return the call, the customer dials "1" and the number is dialed automatically. If the called line is found to be busy, a 30 minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed.~~ (C)

~~(\*69) - Allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, information associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.~~

~~If possible, the service may also allow a customer to return the call automatically by dialing "1". \*69 cannot automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.~~

~~This feature is offered on a monthly subscription or per activation basis. Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service.~~ (C)

| JOHN A. FERRELL LALAN F. CIAMPORCERO, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: February 8, 2000  
ISSUED: January 24, 2000

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.6 CentraNet<sup>®</sup> Service/Digital (ISDN) CentraNet<sup>®</sup> Service (Continued)

.4 Definition of Features (Continued)

f. CentraNet<sup>®</sup> CCLASS (Continued)

Automatic Call Return (\*69) (Continued)

General Disclaimer/Conditions:

Custom Local Area Signaling Service are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

Rates & Charges:

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back.

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Call Block allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

Special Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

Special Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

Special Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

g. Attendant Feature Package - These features will be provided where facilities are available.

Access to Paging - This feature allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial - This feature permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall - This feature allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

Busy Verification - This feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold - This feature allows an Attendant to hold a call manually on the loop by pressing a key.

Call Park - This feature allows the attendant to park calls against any directory number in the customer group.

Call Selection - This feature enables an attendant to answer incoming calls using either of the following methods:

- . in the order they are received, regardless of the incoming call type;
- . by manually selecting a specific incoming call type.

Camp-On: This feature allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

(M) Material relocated from Page 10.1.  
R - Registered Trademark of GTE VERIZON.

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## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentraNet® CustopaK (Continued)

## .3 Description of Features (Continued)

c. CentraNet® CustopaK Optional Features

These services may be selected by the customer and may be added to any line or hunt group of the customers choosing, however there will be additional charges for these services.

**Automatic Busy Redial (\*66)** - This feature allows the user that attempts a call to a busy line, within their defined calling area, to dial a code (\*66) and be automatically connected to that line when both lines are idle. Once activated, a 30-minute queuing process begins with a voice prompt advising the user that the network will attempt the call again. The user will be alerted with a special ring when the call is returned.

~~**Automatic Call Return (\*69)** - Call Return will automatically store and allow you to redial the number of the last person who called you. \*69 Call Return can be used to return a call whether you answered the call or not. \*69 Call Return works only on calls made from numbers within your defined calling area. If you choose to return the call, and the number is busy, \*69 Call Return will place your call next in line. In most cases, your phone will ring with a series of short short long rings when the number you called is no longer busy. If you have Call Waiting and hear the call waiting tone while you are talking to another person, you have two choices. You can use \*69 Call Return to call back later or you can use Call Waiting during the call.~~

~~\*69 allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, information associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.~~

~~If possible, the service may also allow a customer to return the call automatically by dialing "1". \*69 cannot automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.~~

~~This feature is offered on a monthly subscription or per activation basis. Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service.~~

**General Disclaimer/Conditions:**

~~Custom Local Area Signaling Service are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.~~

**Rates & Charges:**

~~Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back.~~

**Call Block (\*60)** - This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the user's line. The numbers the user chooses to block must be from the user's defined calling area. Calls from outside the user's defined calling area and operator calls cannot be blocked. Once activated, any calls from these twelve numbers will be routed to an intercept message instead of completing.

**Call Park** - This feature allows the user to "park" a call against their own number, and then retrieve the call from any other station in the group. Only one call can be parked on any one number at a time.

**Call Park Directed** - This feature is an enhanced call park feature and enables the user to "park" a call on any number within the CentraNet® CustopaK group, except their own number, and then retrieve the call

(C)

(C)

from the number the call was parked on. Only one call can be parked on any one number at a time.

**Call Trace** - Allows the user to trace the number of the last call received, and have the number automatically reported to the telephone company.

(M)

**Caller ID-Name and Number** - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it.

**Caller ID-Number** - This feature allows the user (with compatible CPE) to view the telephone number, of the incoming call, before answering the call or choosing to ignore the call.

(M)

(M) Material relocated to Page 43.

(N)

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~~JOHN P. BLANCHARD~~ ALAN F. CIAMPORCERO, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: July 4, 2001  
ISSUED: June 18, 2001

## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentralNet® CustoPAK (Continued)

## .3 Description of Features (Continued)

## c. CentralNet® CustoPAK Optional Features (Continued)

Call Trace - Allows the user to trace the number of the last call received, and have the number automatically reported to the telephone company. (M)

Caller ID-Name and Number - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it.

Caller ID-Number - This feature allows the user (with compatible CPE) to view the telephone number, of the incoming call, before answering the call or choosing to ignore the call. (M)

Enhanced Call Forwarding – Existing Number – This feature enables the user to forward their existing number from any touch call phone via a toll-free number to any dialable pager, cellular phone, work phone, or home phone.

Enhanced Call Forwarding with Call Manager – Existing Number - This feature enables the user to forward their existing number from any touch call phone via a toll-free number to any dialable pager, cellular phone, work phone, or home phone.

Executive Busy Override (\*40) - This feature allows the user, upon reaching a busy line inside the group, to dial a code (\*40) to gain access to the busy line, thus establishing a three-way call. The called number must be in the CentralNet® CustoPAK group, and will receive a warning tone prior to the establishment of the three-way conference call.

Last Number Redial (\*77) - This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS.

Special Call Forwarding - This feature allows the user the ability to program a list of up to twelve numbers, of their choosing, that they want to be forwarded. When one of the pre-programmed numbers calls the user, the call will be forwarded to the number the user has programmed to receive the call. Calls from all other numbers will be handled in the normal manner. If Call Forwarding for all calls is activated, it will override this feature.

Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Two<sup>1</sup> - Allows the CentralNet® CustoPAK customer who subscribes to Unlimited ECS and Toll Usage for Business to also subscribe, on the same line(s), to either or both Caller ID and/or Voice Messaging<sup>2</sup> offered in Feature Package Two.

Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Three<sup>1</sup> - Allows the CentralNet® CustoPAK customer who subscribes to Unlimited ECS and Toll Usage for Business to also subscribe, on the same line(s), to either or both Caller ID and/or One Point Voice Messaging<sup>3</sup> offered in Feature Package Three.

VIP Alert - This feature provides the user the ability to receive a special notification when a call is received from (one to twelve) previously identified numbers. A special ring (short-long-short) will be used to notify the user of a call from one of the numbers on their special list. This feature will not work on a hunt group Pilot number.

<sup>1</sup> See Section A13.14.6c of this tariff for a description of these services.

<sup>2</sup> Voice Messaging is a non-regulated service.

<sup>3</sup> One Point Voice Messaging is a non-regulated service.

(M) Material relocated from Page 42.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service

a. Conditions

(1.) Custom Calling Local Area Signaling Service is a group of Verizon calling services offered to single line residential and single line business customers subscribing to one party local exchange service.

(2.) ~~The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Calling Local Area Signaling Service services are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service. Custom Calling Local Area Signaling Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.~~ (C)

(3.) Operator assisted calls are designed to override the screening list features for emergency purposes.

(4.) Coin phones will not be enabled with Custom Calling Local Area Signaling Service services, just as they are not enabled with other Verizon calling services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.

(5.) When a CCLASS service or package is ordered subsequent to the installation of its associated exchange line, the Network Access Change Charge shall be waived for up to sixty (60) days from the initial request for service.

(6.) Satisfaction Guarantee

If at anytime the customer notifies Verizon Florida LLC he is not satisfied with the service(s) and wishes to (T) discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Verizon will remove the service from the customer's account.

The Satisfaction Guarantee will apply to all Verizon calling services/features listed in Section A13.14 of this Tariff.

~~(M) — Material previously appeared on Page 11.1.~~  
~~(M<sup>2</sup>) — Material moved to Page 11.2.~~

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(D)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .4 Custom Calling Local Area Signaling Service (Continued)

## b. Description

- (1.) Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

- (2.) ~~\* 69 allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature, the number of the most recent party who called is announced if it is available and the delivery has not been cancelled. To return the call, the customer dials "1" and the number is dialed automatically. If the called line is found to be busy, a 30 minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed.~~ (C)

\* 69 allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, information associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". \*69 cannot automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using \*69 will apply. (C)

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

- (3.) Select Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.
- (4.) Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the Call Trace feature, the customer automatically authorizes Verizon Florida to store the results of any and all traces initiated by the customer in the Telephone Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

~~(M) Material previously appeared on Page 11.1.1.~~

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ALAN F. CIAMPORCERO, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: August 29, 2005  
ISSUED: August 12, 2005

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .4 Custom Calling Local Area Signaling Service (Continued)

## b. Description (Continued)

- (5.) Selective Blocking (Per Call) allows a single-line customer to mark a call "private". This is accomplished on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the delivery of the telephone number or name and number. (C)

This feature is available on all lines without presubscription, and at no charge.

Feature Interactions:

\* 69 - The terminating central office will recognize this "private" marking and ~~cause the voice announcement system to say the number cannot be announced~~ prevent telephone number announcement to someone using \*69 service. (C)

Call Block - The terminating central office will recognize this "private" marking and if the number is entered onto the screening list automatically (not by dialing the digits), the voice announcement system will say the number cannot be announced during the screen list editing review. The calling number, however, will be matched against the customer's screening list and routed accordingly.

Caller ID-Number Only- The terminating central office will recognize this "private" marking and transmit that signal to the display device, which in turn will display "P", "PRIVATE", OR "PRIVATE NUMBER" or such similar indicator on that call.

Call Trace - This service is unaffected, and will record the calling number.

- (6.) Complete Blocking (Per Line) allows a single-line customer to mark ~~his- their~~ number or name and number "private" on all calls without dialing an activation code. To unblock and pass ~~his- the~~ number or name and number, the customer must dial \*82 before each call. When the calling party hangs up, ~~his- the~~ line reverts back to Complete Blocking. (C)

This service is available only to established shelters of domestic violence intervention agencies and law enforcement agency offices (including lines located at the residences of law enforcement employees with written authorization from the law enforcement agency) and must be established/removed via a service order.

Feature Interactions are the same as in Item (95.) above. (C)

- (7.) Anonymous Call Block is an arrangement that allows a called party to reject calls from parties that have marked their calls "private". When Anonymous Call Block is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the blocking feature. Customers may activate or deactivate this arrangement by dialing a preassigned activation code.

This feature will be available, subject to the availability of facilities at no charge to Call Block customers. A charge will apply to non-Call Block customers who subscribe to the Anonymous Call Block feature.

~~(M)~~ Material has been moved to Section A113, Page 1.0.5. (D)

