

**David Christian**  
Assistant Vice President  
Regulatory Affairs Florida



106 E. College Ave  
Tallahassee, Florida 32301  
Telephone 850-224-3963  
Fax 850-222-2912  
david.christian@verizon.com

October 25, 2004

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 copies of new tariff pages filed as part of our Verizon Florida Inc. General Services Tariff. See Attachment A for a listing of the impacted tariff sheets.

The purpose of this filing is to introduce a new business calling plan, Unlimited Extended Calling Service (ECS) and Toll Usage for Business.

Please handle this filing as required for approval.

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

Sincerely,  
David M. Christian  
Assistant Vice President  
Regulatory Affairs Florida

DMC:sv  
Attachments

Attachment A

**General Services**

Section A12

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Section A13

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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

.3 CentraNet<sup>®</sup> Features (Continued)

a. (Continued)

- (3.) Line Feature Package-Series 2000 - CentraNet<sup>®</sup> 1000 plus the following features: Automatic Callback (Camp-On), Call Park (Multiple), Circular Hunting, Data Line Security, Saved Number Redial, Speed Call Long List (System), and Uniform Call Distribution.
- (4.) Line Feature Package-Series 3000 - CentraNet<sup>®</sup> 1000 and 2000 plus the following features: Executive Busy Override, Incoming Call Forward, Off-Hook Queuing, Ringback Queuing, Speed Call Long List (Individual), and Within Group Call Forward.
- (5.) Line Feature Package - CCLASS<sup>1</sup> - Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding, and Special Call Waiting.
- (6.) Attendant Feature Package - Access to Paging, Autodial, Automatic Recall, Busy Verification, Call Hold, Call Park, Call Selection, Camp On, Code Calling Line Termination, Conference, Console Activation of Call Forward, Console Test, Control of Trunk Group Access, Control of Virtual Facility Groups, Delayed Operation, Display of Queued Calls by ICI Key, Flexible Console Alerting, Interposition Calls, Locked-Loop Operation, Lockout, Multiple Listed Directory Numbers, Position Busy, Priority Console Alerting, Recorded Announcement, Secrecy, Serial Call, Speed Call, Transfer, Two-Way Split, Wildcard Key.
- (7.) Resort CentraNet<sup>®</sup> Feature Package - Series 100<sup>2</sup> - Authorization Codes, Billed Number Screening, Call Forward, Call Transfer, Call Waiting (Terminating), Hunting, Speed Call Long List (System), and Toll/Code Restriction.
- (8.) Optional Features: Additional Number, Attendant Data Link Console Interface, Attendant Flexible Night Answer, Attendant Identification-Multiple Directory Numbers, Attendant Pre-determined Night Answer (PNA), Attendant Universal Night Answer (UNA), Authorization Codes (per group of 100), Automatic Route Selection (ARS), Call Tracing Service, Caller ID-Name and Number, Caller ID-Number (included with Basic Features for Digital (ISDN) CentraNet<sup>®</sup>), Complete Blocking (per line), Code Calling Access, Conference Calling (8-16-24 Port), Dictation Access, ETS/CCSA Access, FX/FCO Access, Limited Automatic Call Distribution, Music-On-Hold, Paging/Public Address Access, Preferential Hunting, Preset Conference, Priority Queuing, Proprietary Set Interface, Recorded Announcement (Custom), Second and Third Recorded Announcement, Silent Monitor, Speed Call Long List (Additional System), Stop Hunt, Terminal Make Busy, Tie Facility Access, T1 Access, VIP Alert, WATS Access, and 800/877/888 Access.
- (9.) Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Two<sup>3</sup> - Allows the CentraNet<sup>®</sup> 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>4</sup> offered in Feature Package Two. (N)
- (10.) Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Three<sup>3</sup> - Allows the CentraNet<sup>®</sup> 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>5</sup> offered in Feature Package Three. (N)

b. Digital (ISDN) CentraNet<sup>®</sup> Service features:

- (1.) Circuit Switched Data Features:
  - (a.) Data 1000 Feature Package includes Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
  - (b.) Data 2000 Feature Package includes all of the Data 1000 Features plus the following: Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List or any combination of Data 1000/Data 2000 features. A single line may not be equipped for both Data Multi-Line Hunt and Data Circular Hunting.
- (2.) Data Optional Features: Data Closed User Group and Data Direct Connect.

<sup>1</sup> In order to subscribe to the CCLASS Feature Package, the customer must also subscribe to at least Line Feature Package - Series 1000.

<sup>2</sup> Resort CentraNet<sup>®</sup> Feature Package - Series 100 is designed specifically for hotels, motels, and resorts.

<sup>3</sup> See Section A13.14.6c of this tariff for a description of these services.

<sup>4</sup> Voice Messaging is a non-regulated service.

<sup>5</sup> One Point Voice Messaging is a non-regulated service.

<sup>R</sup> Registered Trademark of Verizon.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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

.5 Matrix (Continued)

a. (Continued)

(.5) Optional Features	<u>Analog</u>	<u>Digital</u>	
<u>Feature Name</u>			
Additional Number	X	X	
Attendant Data Link Console Interface	X		
Attendant Flexible Night Answer	X		
Attendant ID Multiple Directory Nos.	X		
Attendant Pre-determined Night Answer	X		
Attendant Universal Night Answer	X		
Authorization Codes	X	X	
Automatic Call Distribution	X	X	
Automatic Route Selection	X	X	
Call Tracing Service	X	X	
Caller ID-Name and Number Delivery	X	X	
Caller ID-Number Delivery <sup>1</sup>	X	X	
Complete Blocking (per line)	X	X	
Circuit Switched Data Direct Connect		X	
Circuit Switched Data Closed User Group		X	
Code Calling Access	X		
Conference Calling	X	X	
Dictation Access and Control	X		
Digital Data Intercom Dialing		X	
ETS/CCSA Access	X	X	
FX/FCO Access	X	X	
Individual Line Loop Extension		X	
Limited Automatic Call Distribution	X		
Music on Hold	X	X	
Paging/Public Address Access	X		
Preferential Hunt	X	X	
Preset Conference	X	X	
Priority Queuing	X	X	
Proprietary Set Interface	X		
Recorded Announcement	X	X	
Second & Third Recorded Announcement	X	X	
Silent Monitor	X		
Speed Call Long List	X	X	
Stop Hunt	X	X	
Terminal Make Busy	X		
Tie Facility Access	X	X	
T-1 Access	X	X	
Unlimited (ECS) and Toll Usage for Business Feature Package Two <sup>2</sup>	X		(N)
Unlimited (ECS) and Toll Usage For Business Feature Package Three <sup>2</sup>	X		(N)
VIP Alert	X	X	
WATS/800 Access	X	X	

<sup>1</sup> - Caller ID-Number Delivery is a Basic Feature of Digital (ISDN) CentraNet<sup>®</sup>.

<sup>2</sup> - See Section A13.14.6c of this tariff for a description of these services.

<sup>R</sup> - Registered Trademark of Verizon

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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

.9 Rates and Charges (Continued)

c. Recurring (Continued)

(6.) Optional System Features\* (Continued)

	<u>GSEC</u>	<u>NONRECURRING CHARGE</u>	<u>GSEC</u>	<u>MONTHLY RATE</u>
(n.) Circuit Switched Data (CSD) Direct Connect, per loop	-	\$ -	ISDNDDC	\$ 1.00
(o.) Circuit Switched Data (CSD) Closed User Group, per loop	-	-	ISDNDCUG	1.00
(p.) Code Calling Access (1), per system	CEN CCACC	25.00	CEN CCACCM	25.00
(q.) Conference Calling, Each Port Group (6)	CEN CONCLG	100.00	CEN CONCLGM	40.00
(r.) Dictation Access (1)/per trunk	CEN DICALL	25.00	CEN PGALLM	40.00
(s.) ETS/CCSA Access, per termination (8)	CEN CCSA	50.00	CEN CCSAM	20.00
(t.) FX/FCO Access, per termination (8)	CEN FXALL	50.00	CEN FXALLM	20.00
(u.) Limited Automatic Call Distribution/per group	-	-	CEN LADCM	.30
(v.) Music On Hold(1), per system	CEN MOH	4.00	CEN MOHM	25.00
(w.) Paging/Public Address Access(1)/per trunk	CEN PGALL	25.00	EN PGALLM	40.00
(x.) (Deleted)				
(y.) Preferential Hunting(2) per station	-	-	CEN PRHNTGM	.30
(z.) Preset Conference, per system	CEN PCONF	100.00	CEN PCONFM	40.00
(aa.) Priority Queuing(4)/per line	-	-	CEN PRQUEM	.30
(bb.) Proprietary Set Interface, per line	-	-	CEN PSIM	5.00
(cc.) (Deleted)				
(dd.) Recorded Announcement-Custom, per system	CEN RANCUS	145.00	CEN RANCUSM	40.00
(ee.) Second and Third Recorded Announcement(1), per system	CEN ANNC2	50.00	CEN ANNC2M	35.00
(ff.) Silent Monitor, per system	-	-	CEN SLTMONM	75.00
(gg.) Speed Call 30 (System), per line	-	-	CEN SC30SM	.30
(hh.) Stop Hunt(2), (3)	-	-	CEN STPHNTM	1.00
(ii.) Terminal Make Busy(3)/ per station	-	-	CEN TRMMBM	1.00
(jj.) Tie Lines Access per termination(9)	CEN TFA	50.00	CEN TFAM	20.00
(kk.) T-1 Access(8)	CEN T1	100.00	CEN T1M	100.00
(ll.) VIP Alert(10), per line	-	-	CEN VIPM	4.00
(mm.) WATS Access(8)	CEN WTSACC	100.00	CEN WTSACCM	1.50
(nn.) 800/877/888 Access(8)	CEN 800SVCALL	100.00	CEN 800SVCALLM	1.50
(oo.) Unlimited ECS and Toll Usage for Business Feature Package Two(11)				
(pp.) Unlimited ECS and Toll Usage for Business Feature Package Three(11)				

- (1) Where facilities and conditions permit. Does not include music source for Music on Hold.
- (2) Requires one or more hunt groups.
- (3) May require additional hardware.
- (4) Requires off-hook queuing.
- (5) Apply appropriate rates and charges as specified in Section A3 for Network Access Registers (NARs).
- (6) Port Groups are groups of six or eight ports, depending on central office technology.
- (7) (Deleted)
- (8) Each of the rate elements shown provide only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.). Tie Lines are not furnished to connect a flat rate system with a message rate system.
- (9) One Nonrecurring Charge applies when any number of miscellaneous lines of the same type are installed at the same time, per occasion, per same group.
- (10) Requires Line Feature Package - CCLASS features.
- (11) See Section A13.14.6c of this tariff for a description of these services.

\* The charges apply to initial and subsequent additions of Optional System Features.

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ALAN F. CIAMPORCERO, PRESIDENT  
 TAMPA, FLORIDA

EFFECTIVE: November 9, 2004  
 ISSUED: October 25, 2004

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentraNet® Custopak (Continued)

.2 Conditions (Continued)

b. Service Options (Continued)

Selectable Features – Services listed in this section are available for each CentraNet® Custopak line at no additional charge. A customer may customize his service by selecting as many of the following services as desired for each individual CentraNet® Custopak line:

- Automatic Callback (within system only)
- Call Forwarding Busy Line – Fixed
- Call Forwarding No Answer – Fixed
- Call Forwarding - Variable
- Call Pick-up Directed
- Call Pick-up Group
- Call Restrictions (7 Options): <sup>1</sup>
  - Call Restriction One
  - Call Restriction Two
  - Call Restriction Three
  - Call Restriction Four
  - Call Restriction Five
  - Call Restriction Six
  - Call Restriction Seven
- Call Waiting/Cancel Call Waiting
- Dial Call Waiting-Originating
- Hunting-Series
- Hunting-Multiline
- Speed Calling

Optional Features - Services listed in this section are also available for each CentraNet® Custopak line at an additional monthly recurring charge per feature: (Some of these features are not available in some area for certain switch types.)

- Automatic Busy Redial (\*66)
- Automatic Call Return (\*69)
- Call Block (\*60)
- Call Park
- Call Park Directed
- Call Trace <sup>2</sup>
- Caller ID-Name & Number
- Caller ID-Number
- Enhanced Call Forwarding – Existing Number <sup>3</sup>
- Enhanced Call Forwarding with Call Manager – Existing Number <sup>3</sup>
- Executive Busy Override
- Last Number Redial <sup>4</sup>
- Special Call Forwarding
- Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Packages Two<sup>5</sup> (N)
- Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Packages Three<sup>5</sup> (N)
- VIP Alert

<sup>1</sup> No Call Restrictions are required with CentraNet® Custopak service.

<sup>2</sup> For description, see Section A13.14, Verizon Calling Services, of this tariff.

<sup>3</sup> For description, see Section A13.41, Enhanced Call Forwarding Service, of this tariff.

<sup>4</sup> This feature is specific to Centranet® Custopak services.

<sup>5</sup> See Section A13.14.6c of this tariff for a description of these services.

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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)

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 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.

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<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.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentraNet® Custopak (Continued)

.4 Rates and Charges (Continued)

b. CentraNet® Custopak Selectable Features

	<u>Monthly Rate</u>
Automatic Callback (within system only)	-
Call Forwarding Busy Line – Fixed	-
Call Forwarding No Answer – Fixed	-
Call Forwarding – Variable	-
Call Pick-Up Directed	-
Call Pick-Up Group	-
<u>Call Restrictions: (7 options)</u>	
Call Restriction One	-
Call Restriction Two	-
Call Restriction Three	-
Call Restriction Four	-
Call Restriction Five	-
Call Restriction Six	-
Call Restriction Seven	-
Call Waiting/Cancel Call Waiting	-
Dial Call Waiting-Originating	-
Hunting-Series	-
Hunting-Multiline	-
Speed Calling	-

c. CentraNet® Custopak Optional Features

	<u>Additional Monthly Rate</u>	
Automatic Busy Redial (*66)	\$ 4.00	
Automatic Call Return (*69)	4.00	
Call Block (*60)	3.00	
Call Park	3.00	
Call Park Directed	4.00	
Call Trace (per month or per activation)		(Refer to A13.14.4 of this tariff for rate)
Caller ID - Name & Number	10.50	
Caller ID - Number	9.00	
Enhanced Call Forwarding – Existing Number		(Refer to A13.41 of this tariff for rate)
Enhanced Call Forwarding w/ Call Manager– Existing Number		(Refer to A13.41 of this tariff for rate)
Executive Busy Override	4.00	
Last Number Redial	4.00	
Special Call Forwarding	4.00	
VIP Alert	3.00	
Unlimited ECS and Toll Usage for Business Feature Package Two <sup>1</sup>		(N)
Unlimited ECS and Toll Usage for Business Feature Package Three <sup>1</sup>		(N)

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

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

## c. Rates (Continued)

- (2.) Service charges are not applicable when Custom Calling Local Area Signaling Services are provided at the same time as the business or residence individual line service is established.
- (3.) When services are added to rearranged on an existing line, the Network Access Change charge as shown in Section A4 will apply. (Note: Central Office Line Connection charge does not apply when services are added or rearranged).
- (4.) Service charges will not be applicable to residence and business customers who subscribe to Custom Calling Local Area Signaling Service during a six (6) month period after the effective date of this service or for six (6) months after a central office conversion which makes Custom Calling Local Area Signaling Service available for the first time. The Termination Liability will be waived for customers who add Business Unlimited Long Distance Service or elect to terminate Unlimited Long Distance Service. However, the Termination Liability start date will commence with the effective date of the change.

## .5 WorkSmart

## a. General

- (1.) WorkSmart Basic, Complete, and Deluxe Packages offer business customers discount rates off the Verizon Calling Services features as listed below.
- (2.) Discounted rates are based on selection of one of the following term agreement periods:  
One-year commitment  
Two-year commitment  
Three-year commitment
- (3.) Package Features

## Basic Package:

Caller ID  
Call Waiting/Cancel Call Waiting  
Enhanced Call Forwarding, Existing Number  
Three-Way Calling, per line

## Complete Package:

Caller ID  
Call Waiting/Cancel Call Waiting  
Call Forwarding  
Three-Way Calling, per line

## Deluxe Package:

Caller ID  
Call Waiting/Cancel Call Waiting  
Call Forwarding  
Three-Way Calling, per line  
\* 69  
Distinctive Ring

WorkSmart Package features are fixed. No substitutions are permitted between the Packages. The Network Access Change Charge, in Section 4 of this tariff, is not applicable.

(4.) Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly charges, however, the termination liability charges will be waived. If customer terminates service after 60 days and prior to the completion of the initial term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term.

If the customer terminates Worksmart to subscribe to Unlimited Extended Calling Service (ECS) and Toll Usage for Business with Feature Package<sup>1</sup> One, Two or Three on the same line, no termination liability charges will apply.

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .6 Unlimited Extended Calling Service (ECS) and Toll Usage for Business

(N)

## a. General

- (1) The Unlimited ECS and Toll Usage for Business package is an optional, month-to-month calling plan available to business customers with Basic Exchange Access Line Business Service (B1), CentraNet®, or CentraNet® CustoPAK Service. The plan provides unlimited ECS local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Extended Calling Service exchanges, and intraLATA areas, where facilities permit.

## b. Conditions

- (1) Monthly rates for Unlimited ECS and Toll Usage for Business apply per line in addition to B1, CentraNet®, or CentraNet® CustoPAK monthly line rates.
- (2) All regulations applicable to B1, CentraNet®, or CentraNet® CustoPAK Service apply to that service when offered with the Unlimited ECS and Toll Usage for Business package.
- (3) Unlimited ECS and Toll Usage for Business is only available to business customers who subscribe to Verizon Florida, Inc. as their carrier for all local and intraLATA toll calls.
- (4) Unlimited ECS and Toll Usage for Business is available to business customers who subscribe to 25 or fewer Verizon Florida, Inc. lines (voice grade or voice grade equivalent) at the time service is initiated. Eligible business customers may subscribe to Unlimited ECS and Toll Usage for Business for a maximum of ten (10) lines.
- (5) Unlimited ECS and Toll Usage for Business package is not available with the following services:
- FlexGrow Service
  - ISDN Basic Service
  - ISDN Primary Service
  - Remote Call Forwarding Service
  - Enhanced Call Forwarding Service – Personal Number
  - Auto Universal Call Distribution (ACD/UCD)
  - PBX Trunks
  - Foreign Exchange Service
  - Foreign Central Office Service
  - Customer Owned Pay Telephone (COPT)
  - Message Rate Service
  - Flat Rate Business Extended Calling Service (ECS)
  - Basic Calling Plan
  - Community Plus Plan
  - Toll Block
- (6) Unlimited ECS and Toll Usage for Business package is not available in combination with the following business packages or optional plans:
- Corporate Rewards

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .6 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued)

## b. Conditions Continued

(7) Unlimited ECS and Toll Usage for Business package does not apply to the following calls or services:

- Operator Assist Station-to-Station Service
- Operator Assist Person-to-Person Service
- Operator Assist Credit/Calling Card Calls
- Directory Assistance Service (Local and National)
- Verification/Interrupt Service
- Primelink 976 Service
- Primelink 900 Service
- Wide Area Telecommunications and 800 Service
- Flat rate Extended Area Service (EAS)
- Three Way Calling (per activation)
- \*69 (per activation)

(8) This service may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing. Verizon Florida Inc. reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service. Details on calls made will not be available for this service.

(9) Unlimited ECS and Toll Usage for Business is available with Month-to-Month or a 1 Year Term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive 1 Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30 days notice of any change.

(10) In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term per line.

An early termination charge will not apply under the following circumstances.

- (a) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .6 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued)

## c. Feature Packages

## (1) Unlimited ECS and Toll Usage for Business Feature Packages

- a. Feature Package One is available for the customer with Unlimited ECS and Toll Usage for Business on a Flat Rate Business ECS One-Party Line. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting, and/or Three Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features for the same rate.
- b. Feature Package Two is available for the customer with Unlimited ECS and Toll Usage on a Flat Rate Business ECS One-Party Line, CentraNet® CustoPAK or CentraNet® Service. Feature package Two includes Caller ID with name and/or Voice Messaging<sup>1</sup>. The customer may choose either or both features. If the customer selects Caller ID and has Call Waiting, the Customer may choose to have Call Waiting ID at the same rate.
- c. Feature Package Three is available for the customer with Unlimited ECS and Toll Usage on a Flat Rate Business ECS One-Party Line, CentraNet® CustoPAK or CentraNet® Service. Feature Package Three includes Caller ID with Name and/or One Point Voice Messaging<sup>2</sup>. The customer may choose either or both features. If the customer selects Caller ID they can also choose Call Waiting ID offered for the same rate.

(N)

<sup>1</sup> Voice Messaging is a non-regulated service.

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

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.6 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued)

d. Rates

	<u>Monthly Rate</u> <u>Business</u>
(1) Unlimited ECS and Toll Usage for Business <sup>1, 2, 3</sup>	
(a) Month-to-Month	\$ 17.00
(b) One Year Term Option	12.00
(2) Unlimited ECS and Toll Usage for Business Feature Packages <sup>4,5</sup>	
(a) Feature Package One	6.00
(b) Feature Package Two	12.00
(c) Feature Package Three	15.00

<sup>1</sup> Unlimited ECS and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustoPAK line. Monthly rates for Unlimited ECS and Toll Usage for Business apply in addition to the monthly line rates associated with these services.

<sup>2</sup> For Business customers with 25 or fewer lines at time service is initiated. Eligible Business customers may subscribe to Unlimited ECS and Toll Usage for Business for a maximum of ten (10) lines.

<sup>3</sup> Nonrecurring charges, as set forth in Section A4 of this tariff, are not applicable for customers ordering Unlimited ECS and Toll Usage for Business on an existing B1, CentraNet®, or CentraNet® CustoPAK line.

<sup>4</sup> Monthly rates for Feature Packages apply in addition to the monthly rate for Unlimited ECS and Toll Usage for Business.

<sup>5</sup> Nonrecurring charges as set forth in Section A4 of this tariff are not applicable when ordering Feature Packages on existing B1, CentraNet®, or CentraNet® CustoPAK lines with Unlimited ECS and Toll Usage for Business. Minor Software Change Charge in Section A12.6.9 does not apply for an order for Feature Package.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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

.3 CentraNet<sup>®</sup> Features (Continued)

a. (Continued)

- (3.) Line Feature Package-Series 2000 - CentraNet<sup>®</sup> 1000 plus the following features: Automatic Callback (Camp-On), Call Park (Multiple), Circular Hunting, Data Line Security, Saved Number Redial, Speed Call Long List (System), and Uniform Call Distribution.
- (4.) Line Feature Package-Series 3000 - CentraNet<sup>®</sup> 1000 and 2000 plus the following features: Executive Busy Override, Incoming Call Forward, Off-Hook Queuing, Ringback Queuing, Speed Call Long List (Individual), and Within Group Call Forward.
- (5.) Line Feature Package - CCLASS<sup>1</sup> - Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding, and Special Call Waiting.
- (6.) Attendant Feature Package - Access to Paging, Autodial, Automatic Recall, Busy Verification, Call Hold, Call Park, Call Selection, Camp On, Code Calling Line Termination, Conference, Console Activation of Call Forward, Console Test, Control of Trunk Group Access, Control of Virtual Facility Groups, Delayed Operation, Display of Queued Calls by ICI Key, Flexible Console Alerting, Interposition Calls, Locked-Loop Operation, Lockout, Multiple Listed Directory Numbers, Position Busy, Priority Console Alerting, Recorded Announcement, Secrecy, Serial Call, Speed Call, Transfer, Two-Way Split, Wildcard Key.
- (7.) Resort CentraNet<sup>®</sup> Feature Package - Series 100<sup>2</sup> - Authorization Codes, Billed Number Screening, Call Forward, Call Transfer, Call Waiting (Terminating), Hunting, Speed Call Long List (System), and Toll/Code Restriction.
- (8.) Optional Features: Additional Number, Attendant Data Link Console Interface, Attendant Flexible Night Answer, Attendant Identification-Multiple Directory Numbers, Attendant Pre-determined Night Answer (PNA), Attendant Universal Night Answer (UNA), Authorization Codes (per group of 100), Automatic Route Selection (ARS), Call Tracing Service, Caller ID-Name and Number, Caller ID-Number (included with Basic Features for Digital (ISDN) CentraNet<sup>®</sup>), Complete Blocking (per line), Code Calling Access, Conference Calling (8-16-24 Port), Dictation Access, ETS/CCSA Access, FX/FCO Access, Limited Automatic Call Distribution, Music-On-Hold, Paging/Public Address Access, Preferential Hunting, Preset Conference, Priority Queuing, Proprietary Set Interface, Recorded Announcement (Custom), Second and Third Recorded Announcement, Silent Monitor, Speed Call Long List (Additional System), Stop Hunt, Terminal Make Busy, Tie Facility Access, T1 Access, VIP Alert, WATS Access, and 800/877/888 Access.
- (9.) Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Two<sup>3</sup> – Allows the CentraNet<sup>®</sup> 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>4</sup> offered in Feature Package Two. (N)
- (10.) Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Three<sup>3</sup> – Allows the CentraNet<sup>®</sup> 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>5</sup> offered in Feature Package Three. (N)

b. Digital (ISDN) CentraNet<sup>®</sup> Service features:

- (1.) Circuit Switched Data Features:
  - (a.) Data 1000 Feature Package includes Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
  - (b.) Data 2000 Feature Package includes all of the Data 1000 Features plus the following: Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List or any combination of Data 1000/Data 2000 features. A single line may not be equipped for both Data Multi-Line Hunt and Data Circular Hunting.
- (2.) Data Optional Features: Data Closed User Group and Data Direct Connect.

<sup>1</sup> In order to subscribe to the CCLASS Feature Package, the customer must also subscribe to at least Line Feature Package - Series 1000.

<sup>2</sup> Resort CentraNet<sup>®</sup> Feature Package - Series 100 is designed specifically for hotels, motels, and resorts.

<sup>3</sup> See Section A13.14.6c of this tariff for a description of these services.

<sup>4</sup> Voice Messaging is a non-regulated service.

<sup>5</sup> One Point Voice Messaging is a non-regulated service.

(M) Material has been moved to Section A112, Page 60.

<sup>R</sup> - Registered Trademark of GTE Verizon

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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

.5 Matrix (Continued)

a. (Continued)

(.5) Optional Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Additional Number	X	X
Attendant Data Link Console Interface	X	
Attendant Flexible Night Answer	X	
Attendant ID Multiple Directory Nos.	X	
Attendant Pre-determined Night Answer	X	
Attendant Universal Night Answer	X	
Authorization Codes	X	X
Automatic Call Distribution	X	X
Automatic Route Selection	X	X
Call Tracing Service	X	X
Caller ID-Name and Number Delivery	X	X
Caller ID-Number Delivery <sup>1</sup>	X	X
Complete Blocking (per line)	X	X
Circuit Switched Data Direct Connect		X
Circuit Switched Data Closed User Group		X
Code Calling Access	X	
Conference Calling	X	X
Dictation Access and Control	X	
Digital Data Intercom Dialing		X
ETS/CCSA Access	X	X
FX/FCO Access	X	X
Individual Line Loop Extension		X
Limited Automatic Call Distribution	X	
Music on Hold	X	X
Paging/Public Address Access	X	
Preferential Hunt	X	X
Preset Conference	X	X
Priority Queuing	X	X
Proprietary Set Interface	X	
Recorded Announcement	X	X
Second & Third Recorded Announcement	X	X
Silent Monitor	X	
Speed Call Long List	X	X
Stop Hunt	X	X
Terminal Make Busy	X	
Tie Facility Access	X	X
T-1 Access	X	X
<u>Unlimited (ECS) and Toll Usage for Business Feature Package Two<sup>2</sup></u>	X	
<u>Unlimited (ECS) and Toll Usage For Business Feature Package Three<sup>2</sup></u>	X	
VIP Alert	X	X
WATS/800 Access	X	X

<sup>1</sup> - Caller ID-Number Delivery is a Basic Feature of Digital (ISDN) CentraNet<sup>®</sup>.

<sup>2</sup> - See Section A13.14.6c of this tariff for a description of these services.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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

.9 Rates and Charges (Continued)

c. Recurring (Continued)

(6.) Optional System Features\* (Continued)

		<u>GSEC</u>	<u>NONRECURRING CHARGE</u>	<u>GSEC</u>	<u>MONTHLY RATE</u>
(n.)	Circuit Switched Data (CSD) Direct Connect, per loop	-	\$ -	ISDNDDC	\$ 1.00
(o.)	Circuit Switched Data (CSD) Closed User Group, per loop	-	-	ISDNDCUG	1.00
(p.)	Code Calling Access (1), per system	CEN CCACC	25.00	CEN CCACCM	25.00
(q.)	Conference Calling, Each Port Group (6)	CEN CONCLG	100.00	CEN CONCLGM	40.00
(r.)	Dictation Access (1)/per trunk	CEN DICALL	25.00	CEN PGALLM	40.00
(s.)	ETS/CCSA Access, per termination (8)	CEN CCSA	50.00	CEN CCSAM	20.00
(t.)	FX/FCO Access, per termination (8)	CEN FXALL	50.00	CEN FXALLM	20.00
(u.)	Limited Automatic Call Distribution/per group	-	-	CEN LADCM	.30
(v.)	Music On Hold(1), per system	CEN MOH	4.00	CEN MOHM	25.00
(w.)	Paging/Public Address Access(1)/per trunk	CEN PGALL	25.00	EN PGALLM	40.00
(x.)	(Deleted)				
(y.)	Preferential Hunting(2) per station	-	-	CEN PRHNTGM	.30
(z.)	Preset Conference, per system	CEN PCONF	100.00	CEN PCONFM	40.00
(aa.)	Priority Queuing(4)/per line	-	-	CEN PRQUEM	.30
(bb.)	Proprietary Set Interface, per line	-	-	CEN PSIM	5.00
(cc.)	(Deleted)				
(dd.)	Recorded Announcement-Custom, per system	CEN RANCUS	145.00	CEN RANCUSM	40.00
(ee.)	Second and Third Recorded Announcement(1), per system	CEN ANNC2	50.00	CEN ANNC2M	35.00
(ff.)	Silent Monitor, per system	-	-	CEN SLTMONM	75.00
(gg.)	Speed Call 30 (System), per line	-	-	CEN SC30SM	.30
(hh.)	Stop Hunt(2), (3)	-	-	CEN STPHNTM	1.00
(ii.)	Terminal Make Busy(3)/ per station	-	-	CEN TRMMBM	1.00
(jj.)	Tie Lines Access per termination(9)	CEN TFA	50.00	CEN TFAM	20.00
(kk.)	T-1 Access(8)	CEN T1	100.00	CEN T1M	100.00
(ll.)	VIP Alert(10), per line	-	-	CEN VIPM	4.00
(mm.)	WATS Access(8)	CEN WTSACC	100.00	CEN WTSACCM	1.50
(nn.)	800/877/888 Access(8)	CEN 800SVCALL	100.00	CEN 800SVCALLM	1.50
(oo.)	Unlimited ECS and Toll Usage for Business Feature Package Two(11)				
(pp.)	Unlimited ECS and Toll Usage for Business Feature Package Three(11)				

(N)  
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(N)

- (1) Where facilities and conditions permit. Does not include music source for Music on Hold.
- (2) Requires one or more hunt groups.
- (3) May require additional hardware.
- (4) Requires off-hook queuing.
- (5) Apply appropriate rates and charges as specified in Section A3 for Network Access Registers (NARs).
- (6) Port Groups are groups of six or eight ports, depending on central office technology.
- (7) (Deleted)
- (8) Each of the rate elements shown provide only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.). Tie Lines are not furnished to connect a flat rate system with a message rate system.
- (9) One Nonrecurring Charge applies when any number of miscellaneous lines of the same type are installed at the same time, per occasion, per same group.
- (10) Requires Line Feature Package - CCLASS features.
- (11) See Section A13.14.6c of this tariff for a description of these services.

(M) Material moved to Section A112, Page 60.

\* The charges apply to initial and subsequent additions of Optional System Features.

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## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentraNet® CustoPAK (Continued)

## .2 Conditions (Continued)

## b. Service Options (Continued)

Selectable Features – Services listed in this section are available for each CentraNet® CustoPAK line at no additional charge. A customer may customize his service by selecting as many of the following services as desired for each individual CentraNet® CustoPAK line:

Automatic Callback (within system only)  
 Call Forwarding Busy Line – Fixed  
 Call Forwarding No Answer – Fixed  
 Call Forwarding - Variable  
 Call Pick-up Directed  
 Call Pick-up Group  
 Call Restrictions (7 Options): <sup>1</sup>  
     Call Restriction One  
     Call Restriction Two  
     Call Restriction Three  
     Call Restriction Four  
     Call Restriction Five  
     Call Restriction Six  
     Call Restriction Seven  
 Call Waiting/Cancel Call Waiting  
 Dial Call Waiting-Originating  
 Hunting-Series  
 Hunting-Multiline  
 Speed Calling

Optional Features - Services listed in this section are also available for each CentraNet® CustoPAK line at an additional monthly recurring charge per feature: (Some of these features are not available in some area for certain switch types.)

Automatic Busy Redial (\*66)  
 Automatic Call Return (\*69)  
 Call Block (\*60)  
 Call Park  
 Call Park Directed  
 Call Trace <sup>2</sup>  
 Caller ID-Name & Number  
 Caller ID-Number  
 Enhanced Call Forwarding – Existing Number <sup>3</sup>  
 Enhanced Call Forwarding with Call Manager – Existing Number <sup>3</sup>  
 Executive Busy Override  
 Last Number Redial <sup>4</sup>  
 Special Call Forwarding  
Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Packages Two<sup>5</sup> (N)  
Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Packages Three<sup>5</sup> (N)  
 VIP Alert

<sup>1</sup> No Call Restrictions are required with CentraNet® CustoPAK service.

<sup>2</sup> For description, see Section A13.14, Verizon Calling Services, of this tariff.

<sup>3</sup> For description, see Section A13.41, Enhanced Call Forwarding Service, of this tariff.

<sup>4</sup> This feature is specific to Centranet CustoPAK services.

<sup>5</sup> See Section A13.14.6c of this tariff for a description of these services. (N)

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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)

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 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.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentraNet® Custopak (Continued)

.4 Rates and Charges (Continued)

b. CentraNet® Custopak Selectable Features

	<u>Monthly Rate</u>
Automatic Callback (within system only)	-
Call Forwarding Busy Line – Fixed	-
Call Forwarding No Answer – Fixed	-
Call Forwarding – Variable	-
Call Pick-Up Directed	-
Call Pick-Up Group	-
<u>Call Restrictions: (7 options)</u>	
Call Restriction One	-
Call Restriction Two	-
Call Restriction Three	-
Call Restriction Four	-
Call Restriction Five	-
Call Restriction Six	-
Call Restriction Seven	-
Call Waiting/Cancel Call Waiting	-
Dial Call Waiting-Originating	-
Hunting-Series	-
Hunting-Multiline	-
Speed Calling	-

c. CentraNet® Custopak Optional Features

	<u>Additional Monthly Rate</u>	
Automatic Busy Redial (*66)	\$ 4.00	
Automatic Call Return (*69)	4.00	
Call Block (*60)	3.00	
Call Park	3.00	
Call Park Directed	4.00	
Call Trace (per month or per activation)		(Refer to A13.14.4 of this tariff for rate)
Caller ID - Name & Number	10.50	
Caller ID - Number	9.00	
Enhanced Call Forwarding – Existing Number		(Refer to A13.41 of this tariff for rate)
Enhanced Call Forwarding w/ Call Manager– Existing Number		(Refer to A13.41 of this tariff for rate)
Executive Busy Override	4.00	
Last Number Redial	4.00	
Special Call Forwarding	4.00	
VIP Alert	3.00	
<u>Unlimited ECS and Toll Usage for Business Feature Package Two<sup>1</sup></u>		<u>(N)</u>
<u>Unlimited ECS and Toll Usage for Business Feature Package Three<sup>1</sup></u>		<u>(N)</u>

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

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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(M) Material moved to Section A113, Contents Page 2.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

c. Rates (Continued)

- (2.) Service charges are not applicable when Custom Calling Local Area Signaling Services are provided at the same time as the business or residence individual line service is established.
- (3.) When services are added to rearranged on an existing line, the Network Access Change charge as shown in Section A4 will apply. (Note: Central Office Line Connection charge does not apply when services are added or rearranged).
- (4.) Service charges will not be applicable to residence and business customers who subscribe to Custom Calling Local Area Signaling Service during a six (6) month period after the effective date of this service or for six (6) months after a central office conversion which makes Custom Calling Local Area Signaling Service available for the first time.

.5 WorkSmart

a. General

- (1.) WorkSmart Basic, Complete, and Deluxe Packages offer business customers discount rates off the Verizon Calling Services features as listed below.
- (2.) Discounted rates are based on selection of one of the following term agreement periods:  
 One-year commitment  
 Two-year commitment  
 Three-year commitment

(3.) Package Features

Basic Package:  
 Caller ID  
 Call Waiting/Cancel Call Waiting  
 Enhanced Call Forwarding, Existing Number  
 Three-Way Calling, per line

Complete Package:  
 Caller ID  
 Call Waiting/Cancel Call Waiting  
 Call Forwarding  
 Three-Way Calling, per line

Deluxe Package:  
 Caller ID  
 Call Waiting/Cancel Call Waiting  
 Call Forwarding  
 Three-Way Calling, per line  
 \* 69  
 Distinctive Ring

WorkSmart Package features are fixed. No substitutions are permitted between the Packages. The Network Access Change Charge, in Section 4 of this tariff, is not applicable.

(4.) Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly charges, however, the termination liability charges will be waived. If customer terminates service after 60 days and prior to the completion of the initial term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term.

If the customer terminates Worksmart to subscribe to Unlimited Extended Calling Service (ECS) and Toll Usage for Business with Feature Package<sup>1</sup> One, Two or Three on the same line, no termination liability charges will apply. (N)  
 (N)

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTSA13.14 Verizon Calling Services (Continued).6 Unlimited Extended Calling Service (ECS) and Toll Usage for Business

(N)

a. General

(1) The Unlimited ECS and Toll Usage for Business package is an optional, month-to-month calling plan available to business customers with Basic Exchange Access Line Business Service (B1), CentraNet<sup>®</sup>, or CentraNet<sup>®</sup> CustoPAK Service. The plan provides unlimited ECS local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Extended Calling Service exchanges, and intraLATA areas, where facilities permit.

b. Conditions

(1) Monthly rates for Unlimited ECS and Toll Usage for Business apply per line in addition to B1, CentraNet<sup>®</sup>, or CentraNet<sup>®</sup> CustoPAK monthly line rates.

(2) All regulations applicable to B1, CentraNet<sup>®</sup>, or CentraNet<sup>®</sup> CustoPAK Service apply to that service when offered with the Unlimited ECS and Toll Usage for Business package.

(3) Unlimited ECS and Toll Usage for Business is only available to business customers who subscribe to Verizon Florida, Inc. as their carrier for all local and intraLATA toll calls.

(4) Unlimited ECS and Toll Usage for Business is available to business customers who subscribe to 25 or fewer Verizon Florida, Inc. lines (voice grade or voice grade equivalent) at the time service is initiated. Eligible business customers may subscribe to Unlimited ECS and Toll Usage for Business for a maximum of ten (10) lines.

(5) Unlimited ECS and Toll Usage for Business package is not available with the following services:

- FlexGrow Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Enhanced Call Forwarding Service – Personal Number
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Message Rate Service
- Flat Rate Business Extended Calling Service (ECS)
- Basic Calling Plan
- Community Plus Plan
- Toll Block

(6) Unlimited ECS and Toll Usage for Business package is not available in combination with the following business packages or optional plans:

- Corporate Rewards

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(N)

ALAN F. CIAMPORCERO PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: November 9, 2004  
ISSUED: October 25, 2004

A13. MISCELLANEOUS SERVICE ARRANGEMENTSA13.14 Verizon Calling Services (Continued).6 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued)b. Conditions Continued

(7) Unlimited ECS and Toll Usage for Business package does not apply to the following calls or services:

- Operator Assist Station-to-Station Service
- Operator Assist Person-to-Person Service
- Operator Assist Credit/Calling Card Calls
- Directory Assistance Service (Local and National)
- Verification/Interrupt Service
- Primelink 976 Service
- Primelink 900 Service
- Wide Area Telecommunications and 800 Service
- Flat rate Extended Area Service (EAS)
- Three Way Calling (per activation)
- \*69 (per activation)

(8) This service may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing. Verizon Florida Inc. reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service. Details on calls made will not be available for this service.

(9) Unlimited ECS and Toll Usage for Business is available with Month-to-Month or a 1 Year Term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive 1 Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30 days notice of any change.

(10) In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term per line.

An early termination charge will not apply under the following circumstances.

- (a) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.



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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**


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**A13.14 Verizon Calling Services (Continued)****.6 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued)****c. Feature Packages****(1) Unlimited ECS and Toll Usage for Business Feature Packages**

- a. Feature Package One is available for the customer with Unlimited ECS and Toll Usage for Business on a Flat Rate Business ECS One-Party Line. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting, and/or Three Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features for the same rate.
- b. Feature Package Two is available for the customer with Unlimited ECS and Toll Usage on a Flat Rate Business ECS One-Party Line, CentraNet® CustoPAK or CentraNet® Service. Feature package Two includes Caller ID with name and/or Voice Messaging<sup>1</sup>. The customer may choose either or both features. If the customer selects Caller ID and has Call Waiting, the Customer may choose to have Call Waiting ID at the same rate.
- c. Feature Package Three is available for the customer with Unlimited ECS and Toll Usage on a Flat Rate Business ECS One-Party Line, CentraNet® CustoPAK or CentraNet® Service. Feature Package Three includes Caller ID with Name and/or One Point Voice Messaging<sup>2</sup>. The customer may choose either or both features. If the customer selects Caller ID they can also choose Call Waiting ID offered for the same rate.
- 

<sup>1</sup> Voice Messaging is a non-regulated service.

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

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.14 Verizon Calling Services (Continued)**

**.6 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued)**

**d. Rates**

	Monthly Rate Business
<u>(1) Unlimited ECS and Toll Usage for Business<sup>1,2,3</sup></u>	
(a) Month-to-Month	\$ 17.00
(b) One Year Term Option	12.00
<u>(2) Unlimited ECS and Toll Usage for Business Feature Packages<sup>4,5</sup></u>	
(a) Feature Package One	6.00
(b) Feature Package Two	12.00
(c) Feature Package Three	15.00

<sup>1</sup> Unlimited ECS and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustoPAK line. Monthly rates for Unlimited ECS and Toll Usage for Business apply in addition to the monthly line rates associated with these services.

<sup>2</sup> For Business customers with 25 or fewer lines at time service is initiated. Eligible Business customers may subscribe to Unlimited ECS and Toll Usage for Business for a maximum of ten (10) lines.

<sup>3</sup> Nonrecurring charges, as set forth in Section A4 of this tariff, are not applicable for customers ordering Unlimited ECS and Toll Usage for Business on an existing B1, CentraNet®, or CentraNet® CustoPAK line.

<sup>4</sup> Monthly rates for Feature Packages apply in addition to the monthly rate for Unlimited ECS and Toll Usage for Business.

<sup>5</sup> Nonrecurring charges as set forth in Section A4 of this tariff are not applicable when ordering Feature Packages on existing B1, CentraNet®, or CentraNet® CustoPAK lines with Unlimited ECS and Toll Usage for Business. Minor Software Change Charge in Section A12.6.9 does not apply for an order for Feature Package.

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(N)

(N)