

**FLEXGROW<sup>®</sup>**

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A. GENERAL

**FlexGrow** Service is an intraexchange multifunctional digital service for business customers that provides voice and high-speed data services on an integrated basis over a single high-capacity T1 facility. The service requires channel bank equipment to be provided on the client's premises to terminate the T1 (DS1) facility. The customer premises equipment (CPE) is not part of the regulated service but must be compatible with the equipment in the serving Central Office of the customer.

**FlexGrow** Service is offered in capacity increments of whole T1 lines, which can be used to transport analog voice-grade signals (POTS services) over channels of 64 Kbps and data signals over a bonded channel. At the customer's request, the Company will channelize the available bandwidth and will route voice-grade and high-speed data signals between the customer's premises and the customer's serving central office where **FlexGrow** will terminate in a suitably equipped digital hubbing arrangement.

1. The voice grade channels will then terminate in a local switch to provide the customer with POTS type services.
2. The Company will, if necessary, further route the high-speed (bonded into a 256kbps, 384kbps, 512kbps or 768kbps channel) data signals within the same Local Access Transport Area (LATA) between the digital hubbing arrangement in the customer's serving central office and a second, suitable digital hubbing arrangement in a distant central office. No additional interoffice mileage charges shall apply. At either the customer's serving central office or the distant Verizon central office, the bonded channel which is terminated in a digital hubbing arrangement can be electronically connected at the customer's direction to a compatible bonded channel designated by the customer and in turn transported to the location specified by the customer or its authorized representative.

B. REGULATIONS

1. Service Options

Customers are offered the following four options in determining how the available bandwidth on the single high-capacity T1 facility shall be allocated:

**FlexGrow** 256: Four (4) DSO channels are linked to provide one 256 kbps channel for high-speed data access, leaving a total of twenty (20) DSO channels available for voice-grade signals.

**FlexGrow** 384: Six (6) DSO channels are linked to provide one 384 kbps channel for high-speed data access, leaving a total of eighteen (18) DSO channels available for voice-grade signals.

**FlexGrow** 512: Eight (8) DSO channels are linked to provide one 512 kbps channel for high-speed data access, leaving a total of sixteen (16) DSO channels available for voice-grade signals.

**FlexGrow** 768: Twelve (12) DSO channels are linked to provide one 768 kbps channel for high-speed data access, leaving a total of twelve (12) DSO channels available for voice-grade signals.

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B. REGULATIONS (Cont'd)

2. Feature Packages

The **FlexGrow** feature package is a discount billing arrangement for business customers who subscribe to one of the following **FlexGrow** feature packages.

Package No.	<u>Package Features</u>	
1	Call Waiting, Call Forwarding, <b>Ultra Forward</b> & Three-way Calling	
2	Call Forwarding, <b>Ultra Forward</b> , Caller ID & Three-way Calling	(T)
3	Call Waiting, Call Forwarding, <b>Ultra Forward</b> & Call Waiting ID with Name	
4	Call Waiting, Call Forwarding, <b>Ultra Forward</b> , Call Waiting ID with Name & Three-way Calling	
5	Call Waiting, Call Forwarding & Call Waiting ID with Name	
6	Call Forwarding, Three-way Calling & Caller ID	(T)
7	Call Waiting, Three-way Calling & Call Waiting ID with Name	

Both the **FlexGrow** Feature packages described above and the Custom Calling Services features that are offered to subscribers of **CustoPAK** service, described in the General Services Tariff, Section 13R, are available to **FlexGrow** customers.

3. Availability of Service

- a. High Capacity Channels require special equipment and will be provided only from those wire centers equipped for digital transmission. The wire centers equipped to furnish 1.544 Mbps High Capacity Channel service have been or will be designated by the Telephone Company. A service inquiry must be made to determine availability of service.
- b. When the components required to provide service are not available, and when mutually agreed to by both the customer and Telephone Company, special construction may be undertaken to provide the required service. In such cases, charges based on costs apply.

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B. REGULATIONS (Cont'd)

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2	Call Forwarding, <b>Ultra Forward</b> , Caller ID with Name & Three-way Calling
3	Call Waiting, Call Forwarding, <b>Ultra Forward</b> & Call Waiting ID with Name
4	Call Waiting, Call Forwarding, <b>Ultra Forward</b> , Call Waiting ID with Name & Three-way Calling
5	Call Waiting, Call Forwarding & Call Waiting ID with Name
6	Call Forwarding, Three-way Calling & Caller ID with Name
7	Call Waiting, Three-way Calling & Call Waiting ID with Name

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B. REGULATIONS (Cont'd)

4. The Telephone Company's responsibility ends at the Rate Demarcation Point and does not include maintaining operational capability of customer-provided equipment. Customers must provide and maintain terminal equipment at their expense. AC power and adequate room environment must be provided by the customer.
5. The customer will be required to provide the technically compatible CPE needed to operate the service. The CPE is a Channel Bank which will terminate on the customer's side of the demarcation point and provide the de-multiplexing which will separate the channels and provide the analog dial tone lines, e.g., 20 lines, and the data channel, e.g., 256Kbps. The bonded data channels will be assigned to the first channels of the system. For example, **FlexGrow** 256 will use channels 1 through 4 for the bonded data channels.
6. Termination Liability  
The minimum service period for **FlexGrow** Service is one year. If service is terminated prior to the one-year period, the customer is responsible for the balance of the monthly recurring charge for the remainder of the one-year period.

C. RATES

	<u>Monthly Rate</u>	<u>Nonrecurring</u>
<b>FlexGrow</b> Service† <del>Ø</del> X		
1. <b>FlexGrow</b> Service Options		
<b>FlexGrow</b> 256.....	\$ 650.00	
<b>FlexGrow</b> 384.....	\$ 700.00	
<b>FlexGrow</b> 512.....	\$ 775.00	
<b>FlexGrow</b> 768.....	\$ 875.00	
Installation - Initial system.....		\$600.00
Installation - Each additional system installed at the same time and place.....		\$350.00
Change in existing Service Options (e.g., from <b>FlexGrow</b> 256 to <b>FlexGrow</b> 768).....		\$450.00
Features added after initial installation, per line:		
<b>CustoPAK</b> Service features .....		\$ 25.00
<b>FlexGrow</b> features .....		\$ 10.00

- † Monthly rate includes the supporting individual business line and **CustoPAK** access line.
- Ø Monthly rate does not include the supporting **CustoPAK** features or **FlexGrow** features.
- X The monthly rate applies whether or not all of the DSO channels have been activated and are being utilized.

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C. RATES (Cont'd)

2. **FlexGrow** Feature Packages Service Options, per voice grade channel

	<u>Monthly</u>	<u>Nonrecurring</u>
<b>FlexGrow</b> Feature Package 1 -		
Call Waiting, Call Forwarding, <b>Ultra Forward</b> & Three-way Calling.....	\$6.00	-
<b>FlexGrow</b> Feature Package 2 -		
Call Forwarding, <b>Ultra Forward</b> , Caller ID with Name & Three-way Calling.....	6.00	-
<b>FlexGrow</b> Feature Package 3 -		
Call Waiting, Call Forwarding, <b>Ultra Forward</b> , & Call Waiting ID with Name.....	6.00	-
<b>FlexGrow</b> Feature Package 4 -		
Call Waiting, Call Forwarding, <b>Ultra Forward</b> , Call Waiting ID with Name & Three-way Calling.....	7.00	-
<b>FlexGrow</b> Feature Package 5 -		
Call Waiting, Call Forwarding & Call Waiting ID with Name.....	5.00	-
<b>FlexGrow</b> Feature Package 6 -		
Call Forwarding, Three-Way Calling, & Caller ID with Name.....	5.00	-
<b>FlexGrow</b> Feature Package 7 -		
Call Waiting, Three-way Calling, & Call Waiting ID with Name.....	5.00	-
3. <b>CustoPAK</b> Feature Package, per voice grade channel.....	5.00	-

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