SWITCHED REDIRECT SERVICE [1]

A. GENERAL

Switched Redirect Service will enable a customer to redirect all or part of the customer's incoming switched voice and data calls to other telephone numbers of the customer's choice. The redirection can occur on a permanent basis, automatically according to a predetermined parameter, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other form of disaster or to redirect the customer's calls for business purposes.

Switched Redirect Service offers three choices, called option columns, to redirect calls to as many as three telephone numbers. It is assumed that the first telephone number will be the dialed number, but it is not a requirement. If the first number listed is other than the dialed number, calls will be redirected away from the dialed number. The customer may designate that the basic call redirection be used in each of the option columns, or, the customer may select a Switched Redirect Optional Feature.

B. REGULATIONS

1. Explanation of Terms

Main Number

Main Number is the subscriber's called telephone number that has Switched Redirect Service.

Group

A group is a group of telephone numbers that will be redirected in the same way. For example, if redirection is requested, all telephone numbers within that group will be redirected. Another example is, if the customer chooses to have option three active in a particular group, then all main numbers in this group will be redirected to the telephone number in option column three.

Every group must have the same optional features in each of the selections. For example, if the option column has time-of-day redirecting, the times that the numbers are redirected are the same for all numbers in the group. The actual telephone numbers that the calls are being redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

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B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Option Column

An Option Column is a column of telephone numbers that are treated the same. Switched Redirect has three option columns of which, only one may be in effect at any one time. For example, in a particular group the first column may be the called number, the second column may be a home telephone number and the third might be a telephone number of an affiliate office in another city. If option two were selected, all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect and option three was provisioned with a Switched Redirect Service optional feature, then all telephone numbers in this option column would have the optional feature.

Type I Lines

Includes exchange access lines, Centrex lines, and DID numbers other than the DID main number, that are either single line or associated with one other line in a hunting arrangement.

Type II Lines

Includes PBX trunks for non-DID systems, DID main number and associated terminals, and the exchange access lines and Centrex lines terminating in a hunting arrangement of three or more lines.

Redirecting Telephone Number

A Redirecting Telephone Number will have no office equipment associated with it and will be used solely for the purpose of redirecting call traffic from the telephone number dialed to the Switched Redirect Service customer's intended destination.

2. Conditions

This service is subject to the following conditions:

a. Switched Redirect Service is available where Telephone Company facilities permit.

b. Switched Redirect Type I Service must be purchased for a minimum of 11 lines or one trunk. There is no maximum number of lines or trunks.

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SWITCHED REDIRECT SERVICE [1]

B. REGULATIONS (Cont'd)

2. Conditions

c. Each group may have a maximum of three redirect options. In most cases, the first option will be the called number plus two additional options. If the customer chooses to use all three options for re- directing, calls will never be directed to the actual number called.

d. Calls to telephone numbers associated with Switched Redirect Service must be redirected to a customer-assigned telephone number terminating in either a customer location, an Interexchange Carrier's point of presence, a Voice Mail system, an Auto Attendant system, or an Announcement frame within the LATA of call termination. A Redirecting Telephone Number cannot be used to trigger a call to be redirected to another Redirecting Telephone Number.

e. Switched Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, Verizon Pennsylvania, Inc. reserves the right to disconnect the service immediately and bill all appropriate toll charges.

f. A Type I or Type II service charge applies for each line, number or terminal having the capability of completing a call.

3. Message Charges

When calls are redirected outside of the original Central Office, a redirecting usage charge or a flat-rated monthly redirecting charge will apply. These charges are in lieu of any local message unit charges that are applicable when redirecting calls.

If calls are redirected to an IntraLATA long distance number or to an InterLATA carrier, toll charges apply to each call redirected beyond the local calling area of the main number.

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B. REGULATIONS (Cont'd)

4. Service Activation

If the customer elects to activate the redirection of calls upon command, the customer dials into the Telephone Company platform using a touch-tone telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling into a live attendant, who, after verifying security information, will establish the redirection of the calls.

After entering into the system, the customer may forward all telephone numbers or pre-segmented group. A group may be a floor, department, building, or some other breakdown other than the whole organization. These groups must be pre-assigned upon the establishment of the service.

Each group may have a maximum of three redirect options: the original location plus up to two additional locations, each having a different telephone number. The customer may call into the system as frequently as desired to redirect the calls to any one of the three locations/ telephone numbers that were pre-assigned. Redirection charges will apply.

5. Termination Liability

When the service is originally ordered, a six-month termination liability will apply. If Switched Redirect Service is canceled prior to the six- month period, the full monthly rate for each remaining month, or part thereof, will be charged. For example, if Switched Redirect Service has been in place for two and one-half months, upon cancellation the customer will be charged for three additional months at the full Tariff or Guide rate. Changes to the original configuration will not constitute a cancellation as long as the total number of Switched Redirect telephone numbers has not decreased.

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C. SWITCHED REDIRECT OPTIONAL FEATURES

Time-of-Day/Day-of-Week Redirection

An optional feature which allows the customer to redirect the customer's calls to another location at pre-designated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes specifications. This will allow the customer to use a single office to perform the work of many locations during off-peak hours. Time-of-Day/ Day-of-Week Redirecting may be used in option column one, two, or three. If this feature is used two times, for example, two optional feature charges would apply.

Percentage Redirecting

As an optional feature, redirecting may also be done by percentages. For example, when Percentage Redirecting is activated, the customer may direct 33% of the incoming calls to location "A", 33% to location "B", and 34% to location "C". The customer may choose two or three percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used in all three option columns. If this feature is used two times, two optional feature charges would apply.

Autoattendant Redirecting

As an optional feature, the Telephone Company will load a prerecorded message. After incoming callers hear the message, they will be prompted to enter a "1", "2", or "3" on their touch-tone pad. The call will then be redirected to a telephone number that the customer designated for that selection. The customer may select up to three redirect choices for each main number. Auto-attendant Redirecting may be used in option column one, two, or three. The Auto attendant Redirecting feature may be used, if needed, in all three option columns. If this feature is used two times, the customer would incur two optional feature charges, and three charges if used three times.

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C. SWITCHED REDIRECT OPTIONAL FEATURES (Cont'd)

Number Identification Redirecting

Number Identification Redirecting is an optional feature. It allows the customer to redirect calls based upon the originating telephone number, NXX, LATA or NPA of the incoming caller. This will allow the customer to direct particular callers to specific numbers based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to one of two pre-selected telephone numbers. If the incoming caller's telephone number is not on the list, the call will be completed as dialed.

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used in option column one, two, or three. The Number Identification Redirecting feature may be used, if needed, in all three option columns. If the feature is used two times, for example, the customer would incur two optional charges and three optional charges if used three times.

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

D. RATES

1. Application of Rates

a. Redirecting Telephone Numbers

A monthly charge and a one-time installation charge for each telephone number assigned that will be used solely for the purpose of redirecting calls will apply. This telephone number will have no office equipment associated with it and will be used solely for the purpose of generating a trigger.

b. Type I Charges

Service Establishment Charge

Charges will apply for the original order for Switched Redirect Service. This charge will never apply again unless the customer cancels the service and reestablishes Switched Redirect Service at a later date. If Switched Redirect Service is ordered for both Type I and Type II services at the same time, the Service Establishment Charge will only apply once. The charge will be determined by whichever is the larger amount, Type I or Type II.

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SWITCHED REDIRECT SERVICE [1]

D. RATES (Cont'd)

1. Application of Rates (Cont'd)

b. Type I Charges (Cont'd)

Monthly Per Line

There will be a monthly charge for each line, i.e., 1MB, 1FB, DID number or Centrex line. This charge does not apply when lines are used as, or in, multiline hunt groups. In those cases, the trunk/ multiline hunt group charge will apply. The monthly rate per line will be based on the number of telephone numbers with Switched Redirect Service. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

Rearrangement Charges

A nonrecurring charge will apply to each rearrangement. This is in addition to any normal service order charges. Each change to a main number will result in a nonrecurring charge. For example, (215)555-1354 is presently programmed to redirect to (215)555-1234, but is changed to redirect to (717)555-6767. A number that is moved from one group to another group will also incur a nonrecurring charge. Each number added will incur a nonrecurring charge.

c. Type II Charges

Service Establishment Charges

Charges will apply for the original order for Switched Redirect Service. This charge will never apply again unless the customer cancels the service and reestablishes Switched Redirect Service at a later date. If Switched Redirect Service is ordered for both Type I and Type II services at the same time, the Service Establishment Charge will only apply once. The charge will be determined by whichever is the larger amount, Type I or Type II.

Monthly per Trunk

A monthly charge will apply for each trunk or line number that terminates in a multiline hunt group. The number of trunk charges will be based upon the number of possible simultaneous call completions per telephone number. The charge per trunk will be based on the number of trunk telephone numbers installed. As the customer moves from one size category to the next, the rates will apply for all trunk numbers. In addition, a nonrecurring charge will apply to each trunk or multiline hunt number installed.

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SWITCHED REDIRECT SERVICE [1]

D. RATES (Cont'd)

1. Application of Rates (Cont'd)

c. Type II Charges (Cont'd)

Rearrangement Charges

A nonrecurring charge will apply to each rearrangement. This charge is in addition to any normal service order charges. Each charge to a primary trunk number will incur a nonrecurring charge. For example, (215)555-1354 is presently programmed to redirect to (215)555-1234, but is changed to redirect to (717)555-6767. A trunk number that is moved from one group to another group will also incur a nonrecurring charge. Each trunk number added will incur a nonrecurring charge.

d. Password Initialization

This charge applies each time, after service establishment, the customer requests that the Telephone Company initialize it back to the default password. A service order will be generated after the initialization takes place and a Service Order charge will apply.

e. Partition/Group Charges

There will be no additional charges for the original primary group. A monthly charge, in addition to a nonrecurring charge, will apply to each additional group.

The Type I or Type II charges, whichever are applicable, apply to Group Rearrangements.

f. Usage Charges

Client Activated Redirection Usage Charge

This charge will apply to lines, numbers, terminals and trunks. When a telephone number is redirected to another number other than the primary telephone number, a charge for each redirected call will apply. This charge will not be applicable in those cases where a primary number is redirected to another telephone number within the same central office as the primary telephone number.

Interoffice Virtual Circuit - Type I Service

The customer may choose to pay a monthly flat rate per line for a virtual circuit versus client-activated usage charges for Switched Redirection.

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SWITCHED REDIRECT SERVICE [1]

D. RATES (Cont'd)

1. Application of Rates (Cont'd)

f. Usage Charges (Cont'd)

Interoffice Virtual Circuit - Type II Service

The customer may choose to pay a monthly flat rate per trunk or line for a virtual circuit versus normal message unit charges for Switched Redirection.

g. Optional Feature Charges

Time of Day/Day of Week

A nonrecurring charge will apply at the time of the establishment of this feature. In addition to a flat monthly rate, a charge per telephone number to be redirected will apply. For changes made by the Telephone Company on behalf of the customer, rearrangement charges will apply.

Percentage Redirecting

A nonrecurring charge will apply at the time of the establishment of this feature. In addition to a flat monthly rate, a charge per telephone number to be redirected will apply. For changes made by the Telephone Company on behalf of the customer, rearrangement charges will apply.

Autoattendant Redirection

A nonrecurring charge will apply for each recording. A monthly recurring charge for each recording, in addition to a recurring charge for each telephone number with this service, will also apply.

Number Identification Redirection

A monthly charge and a nonrecurring charge will apply to the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers, or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge.

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SWITCHED REDIRECT SERVICE [1]

D. RATES(Cont'd)

2. Rates and Charges

	Product Service Charge	Monthly Rate	USOC
a. Redirect Service Basic Service for Type I			
Service Establishment Charge	$200.00	-	SEPRL
Monthly per Line or DID Number [2]			
11 - 40	2.00	$2.00	R8SLX
41 - 100	2.00	1.65	R8SLX
101 - 500	2.00	1.30	R8SLX
501 - 1000	2.00	1.00	R8SLX
1000 Plus	2.00	0.75	R8SLX
Line/DID Number Rearrangement Charges			
System Charge80.00	-	NR9CD	
Per Number Changed/Moved	2.00	-	MR9CD
b. Redirect Service Basic Service for Type II			
Service Establishment Charge	$240.00	-	SEPRT
Monthly per Trunk [2]			
1 - 10	6.00	7.00	R8STX
11 - 50	6.00	6.25	R8STX
51 - 100	6.00	5.50	R8STX
101 - 250	6.00	4.75	R8STX
251 - 500	6.00	4.00	R8STX
500 Plus	6.00	3.50	R8STX
Trunk /Multiline Hunt Rearrangement Charge			
System Charge	115.00	-	
Per Number Changed/Moved	6.00	-	NR9CT

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[2] A six-month termination liability will apply. If the service is discontinued prior to six months, the remaining months up to a maximum of six must be paid in a lump sum.

SWITCHED REDIRECT SERVICE [1]

D. RATES(Cont'd)

2. Rates and Charges (Cont'd)

	Product Service Charge	Monthly Rate	USOC
c. Type I and Type II Charges			
Client-Activated Redirection Usage Charge			
Per Redirected Call [2]	-	$0.01	-
Interoffice Virtual Circuit - Type I Service			
Per Line/DID Number [2]	-	2.00	R8VLX
Interoffice Virtual Circuit - Type II Service			
Per Trunk/Line Number [2]	-	18.00	R8VTX
Redirecting Telephone Numbers			
Each	4.00	0.40	R8W
Partitions/Groups			
First Group	No Charge	No Charge	
Each Additional Group	25.00	18.00	R8G

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[2] Message units will not be charged.

SWITCHED REDIRECT SERVICE [1]

D. RATES(Cont'd)

2. Rates and Charges (Cont'd)

	Product Service Charge	Monthly Rate	USOC
c. Type I and Type II Charges (Cont'd)			
Group Rearrangement Charges			
Same as Line or Trunk Rearrangement, whichever is applicable			
Time-of-Day/Day-of-Week Routing	$25.00	$15.00	R8T
Per Number	-	0.20	R8TPN
Percentage Redirecting	25.00	15.00	R8P
Per Number	-	0.20	R8PPN
Number Identification Redirecting			
1 - 100 Numbers	100.00	30.00	R8N1X
Each Additional 100 Numbers or fraction thereof	30.00	10.00	R8NAX
Password Initialization	15.00	-	NR91P
Autoattendant Redirection Per Recording	275.00	25.00	R8A
Per Number	-	0.25	R8APN

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