CUSTOM REDIRECT SERVICE

A. GENERAL

Custom Redirect Service (CRS) is a service that, when activated by the customer, will redirect all or part of the customer's incoming-switched voice and data calls to another location(s) 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.

Basic CRS offers three options to redirect calls to as many as three telephone numbers. It is assumed that the first option will be a basic redirect to the dialed number, but that is not a requirement. If the dialed number is not part of one of the options, calls will be redirected away from the dialed number. The customer may designate that the basic call redirection feature be used in each of the options, or, the customer may select a CRS Optional Feature specified following.

B. REGULATIONS

1. Explanation of Terms

Equipped Number

Equipped Number is the subscriber's called telephone number that has CRS.

Group

A Group is the collection of main numbers that will be redirected in the same way at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. 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 according to the direction in option three.

Every group must have the same optional features in each of the options. For example, if the option column has time-of-day 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. CRS has three option columns per group with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three (3) options are chosen the Additional Options charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the called number, the second may be the home telephone number and the third might be a telephone number in an affiliate office in another city. If option two were selected, 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 CRS optional feature, then all telephone numbers in this option column would have the optional feature.

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 CRS customer's intended destination.

Modification of Active Option

When the customer elects to redirect calls, the customer calls 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 a live attendant, who, after verifying security information, will establish the redirection of the calls.

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

The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

2. Conditions

This service is subject to the following conditions:

a. CRS is available where Telephone Company facilities permit.

b. CRS may be provisioned with group sizes as small as one.

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B. REGULATIONS (Cont'd)

2. Conditions (Cont'd)

c. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number, leaving two additional options for the customer to define. If more than three (3) options are requested, the Additional Options charge applies per additional option chosen. Up to six (6) additional options may be provisioned as an enhancement to the Basic service.

d. Calls to telephone numbers associated with CRS 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, 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. It is the responsibility of the CRS customer redirecting calls to a third party to obtain, when appropriate, that third party's permission prior to the calls being redirected.

f. Charges for calls between the CRS-equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the CRS customer.

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

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

i. CRS will not be provided in connection with Public Telephone Service.

j. When the service is originally ordered, a twelve-month termination liability will apply. If CRS is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

* Effective January 3, 2011 Auto-Attendant Redirecting Service is hereby cancelled and withdrawn and no longer available.

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B. REGULATIONS (Cont'd)

2. Conditions (Cont'd)

k. Customers with more than 500 lines provisioned may choose to sign a five-year contract, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period the rate will be recalculated to the month-by- month rate and the twelve-month termination liability will apply.

l. The Telephone Company assumes no liability for the redirecting of calls to numbers that are inaccurately provided to the Telephone Company by the customer.

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

3. CRS OPTIONAL FEATURES

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

An optional feature which allows customers to redirect the customer's calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes 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 with any of the option columns. If this feature is used in more than one option, the optional feature charge would apply to each option utilizing the feature.

Percentage Redirecting

As an optional feature, redirecting may also be done by percentages. For example, when Percentage Redirecting is activated, the customer may direct 20% of the incoming calls to location "A", 30% to location "B", and 50% to location "C". The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge would apply to each option utilizing the feature.

SuperGroups

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

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

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B. REGULATIONS (Cont'd)

3. CRS OPTIONAL FEATURES (Cont'd)

Single Number Destination Service

This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning, customers must designate an interexchange carrier of their choice to carry the redirected traffic.

Custom Applications

Although most Customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record a single table or single field manipulation to meet a specific customer's need. Next Event List (NEL) and Dialed Number Recovery (DNR) are examples of Custom Applications.

Next Event List (NEL) is a Custom Application that provides redirection of numbers conditional upon network status, i.e., complete this number as dialed unless the following condition is encountered. NEL triggers are placed in the terminating office. NEL is not used to monitor Central Office outages, it is used to monitor for PRI outages and does not monitor for station busy or no answer.

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

It is not the intent to provide all custom applications through this tariff item. Very complex applications and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies.

Alternate Central Office Triggers

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

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

CUSTOM REDIRECT SERVICE

B. REGULATIONS (Cont'd)

3. CRS OPTIONAL FEATURES (Cont'd)

Number Identification Redirecting

Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA or NPA of the incoming caller. This 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 the "on-list" number. 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 with any of the option columns. If this feature were used in more than one option, the optional feature charge would apply to each option utilizing the feature.

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

C. RATES

1. Application of Rates

a. Service Establishment Charge

Charges will apply for the original order for CRS per account or service order. This charge will apply to new orders of CRS. If a customer were modifying the existing order, including adding additional numbers, the Rearrangement charge would apply. The addition of a new group, or a request for additional security forms, will result in a Service Establishment charge.

b. Equipped Number

There will be a monthly charge, in addition to a nonrecurring charge, for each equipped number. In those cases, the trunk/ multiline hunt group charge will apply. The monthly rate per number will be based on the quantity of equipped numbers within the group. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

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C. RATES (Cont'd)

1. Application of Rates (Cont'd)

d. Password Initialization

This charge applies each time, after service establishment, the customer requests that the Telephone Company initialize the password back to the default password.

e. Average Monthly Query Volume - Partition/Group Charges

A monthly charge, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly charge will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume. As enhancements to the call processing logic are added and additional triggers placed, the query volume may exceed the call volume.

f. Usage Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

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

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D. RATES (Cont'd)

1. Application of Rates (Cont'd)

g. Optional Feature Charges

Time of Day/Day of Week and Percentage Redirecting

A per-month and nonrecurring charge applies for each column equipped. Changes made by the Telephone Company will incur a rearrangement charge.

Number Identification Redirection

A monthly charge and a nonrecurring charge will apply for any combination of 100 telephone numbers, NXX's, NPA's or LATA's, or fraction thereof, listed for Number Identification Redirecting.

SuperGroups

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Telephone Company, on behalf of the customer, rearrangement charges will apply.

Single Number Destination

A monthly and nonrecurring charge will apply for each group on which this feature is ordered.

Custom Application

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company, on behalf of the customer, rearrangement charges will apply.

Alternate Central Office Trigger

A nonrecurring charge will apply at the time of the establishment of the trigger and a flat monthly rate will be billed for each NPA-NNX trigger in each central office switch in which the trigger is placed. For changes made by the Telephone Company on behalf of the customer, rearrangement charges will apply.

h. Special CRS Transactions

Occasionally, customers will require a one-time effort related to their CRS service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to recover the costs associated with these special requests. A nonrecurring charge negotiated based on estimated time/effort/value prior to the transaction will be charged.

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C. RATES (Cont'd)

2. Rates and Charges

	Product Service Charge	Monthly Rate
a. Service Establishment Charge		
Per service order or per account	$500.00	-
b. Equipped Number, Per telephone number equipped or DID Number		
1 - 50	2.35	$2.50
51 - 100	2.35	2.35
101 - 500	2.35	2.00
501 - 1000	2.35	1.50
1000 Plus	2.35	1.10
500+ under five year contract	2.35	1.10
c. Rearrangement Charges		
Per occasion	250.00	
Per Number Changed/Moved/Added	2.35	
d. Group Charges based on monthly call volumes (Average Monthly Query Volume) (Queries/Month/Group)	Installation Charge	
Up to 1,000	$50.00	$25.00
Up to 10,000	$50.00	80.00
Up to 25,000	$50.00	150.00
Up to 50,000	$50.00	280.00
Up to 75,000	$50.00	425.00
Up to 100,000	$50.00	550.00
Up to 250,000	$50.00	1,300.00
Up to 500,000	$50.00	2,500.00
Up to 750,000	$50.00	3,600.00
Up to 1,000,000	$50.00	4,500.00
Over 1,000,000[1]	$50.00	
e. Redirecting Telephone Numbers		
Per number	5.00	1.00

1 Use combination of previous volumes for Monthly Rate, i.e., if count equals 1,500,000, use rate for Group up to 500,000 and Group up to 1,000,000 for Monthly Rate of $7,000.00.

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C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

f. Optional Features

	Product Service Charge	Monthly Rate
Time of Day/Day of Week Routing		
Per arrangement	$100.00	$25.00
Percentage Redirecting		
Per arrangement	100.00	25.00
Number Identification Redirection		
1 – 100 Numbers	500.00	50.00
Each Additional 100 Numbers or fraction thereof	100.00	10.00
Password Initialization		
Per occasion	50.00	-
Additional Options		
Per Additional Option over Three (3)	200.00	25.00
SuperGroups		
Per SuperGroups	50.00	1.00
Single Number Destination		
Per Group	50.00	10.00
Custom Application	200.00	25.00
Alternate Central Office Trigger		
Per trigger, per switch	500.00	1.00
Special CRS Transaction		TBD