

Verizon North LLC

CUSTOM REDIRECT SERVICE

A. GENERAL

Custom Redirect Service enables customers to redirect all or a part of their incoming switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.

Basic Custom Redirect Service offers three options to redirect calls. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a Custom Redirect Optional Feature as described herein.

B. FEATURE DEFINITIONS

1. Standard Features

a. Equipped Number

Equipped Number is the subscriber's called telephone number that has Custom Redirect Service.

b. Group

A group is the collection of Equipped 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. If the customer chooses to have option three "active" in a particular group, then all main numbers in the 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 redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are 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.

c. Option Column

An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option 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 original dialed number, the second option 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 (i.e., "active"), 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 Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.

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B. FEATURE DEFINITIONS (Cont'd)

1. Standard Features (Cont'd)

d. Redirecting Telephone Numbers

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

e. Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Company platform, the customer calls into the 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 other number other than the originally dialed number redirection charges will apply.

2. Optional Features

a. Time-of-Day/Day-of-Week Redirection

An optional feature which allows customers 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 the specifications. This will allow the customer to use a single office to perform the work of many locations during the 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 applies to each option utilizing the feature.

b. Percentage Redirection

Redirecting may 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 applies to each option utilizing the feature.

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B. FEATURE DEFINITIONS (Cont'd)

2. Optional Features (Cont'd)

c. 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 allows 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 may 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 is used in more than one option, the optional feature charge applies to each option utilizing the feature.

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

d. SuperGroups

The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and 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 Super Group 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. FEATURE DEFINITIONS (Cont'd)

2. Optional Features (Cont'd)

e. Single Number Destination Service

This feature will allow customer 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.

f. 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. Dialed Number Recovery (DNR) is an example of a Custom Applications.

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.

g. Alternate Central Office Triggering

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 query 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 query volume.

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C. REGULATIONS

1. Custom Redirect Service is available where Company facilities permit.
2. Custom Redirect Service may be provisioned with group sizes as small as one.
3. Tariff rates will not apply to numbers requiring excessive translations work. The current environment requiring excessive translations work is Direct Inward Dialing (DID) customers served by 5ESS® switches. Individual Case Basis pricing may be available to customers whose numbers meet this criteria.
4. 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 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.
5. Flexible Pricing
 - a. Custom Redirect Service rates and charges may be reduced selectively and in varying amounts, as long as the rates and charges cover their relevant incremental costs.
 - b. Custom Redirect Service rates and charges may be increased selectively and in varying amounts not to exceed twenty-five percent (25%) per year.
 - c. The Company reserves the right to change the rates and charges, as described in a. and b. preceding, at any time upon thirty (30) days notice.
 - d. Changes in Custom Redirect Service rates and charges will be effective coincident with the subscriber's bill date following the effective date of the change.
 - e. Rates and charges will not be changed unless they have been in effect for at least thirty (30) days.
 - f. Appropriate customer notification of rate and/or charge changes will be made.

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C. REGULATIONS (Cont'd)

6. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either the customer location, an inter-exchange carrier's point of presence, a voice mail system, or an announcement frame within the LATA of call termination. *
7. It is the responsibility of the Custom Redirect customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
8. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.
9. 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 Company reserves the right to disconnect the service immediately in accordance with the regulations contained in General Rules and Regulations.
10. 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 Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.

11. Termination Liability

When the service is originally ordered, a twelve-month termination liability will apply. If Custom Redirect Service 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.

12. 5 Year Contract

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-to-month rate and the twelve-month termination liability will apply.

13. Initial Average Monthly Query Volumes

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

* In the event the final destination is out of the LATA, the customer provides the PIC and the Telephone Company hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number.

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

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CUSTOM REDIRECT SERVICE

D. APPLICATION OF RATES

1. Service Establishment Charge

Charges will apply for the original order for Custom Redirect Service per Service Order or Account. This charge will apply to new orders of Custom Redirect Service. If a customer is modifying the existing order, including adding additional numbers, the Rearrangement Charge applies. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.

2. Equipped Number - Monthly Rate Per Number

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

3. Group Charges (Average Monthly Query Volumes)

A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of incoming calls 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.

4. Rearrangement Charges

A nonrecurring charge will apply to each rearrangement. This is in addition to any normal service order charge. Each change to a main number will result in a nonrecurring charge for each equipped number impacted.

5. Password Initialization

This charge applies each time, after service establishment, that the customer requests that the Company reinitialize the pass code to the default pass code or is requested to modify existing security profiles.

6. Redirection 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 Customer Redirect subscriber will pay the portion of the call from the original called office to the termination number. The rate charges 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. APPLICATION OF RATES (Cont'd)

7. Redirecting Telephone Numbers

A monthly rate and a nonrecurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purposes of generating a trigger.

8. Optional Feature Charges

Time of Day/Day of Week

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.

Percentage Redirecting

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.

Number Identification Redirection

A monthly rate and a nonrecurring charge will apply at the first 100 telephone number 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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D. APPLICATION OF RATES (Cont'd)

8. Optional Feature Charges (Cont'd)

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 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 a trigger is placed. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

9. Special Custom Redirect Service Transactions

Occasionally customers will require a one-time effort related to their Custom Redirect 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.

CUSTOM REDIRECT SERVICE

E. RATES AND CHARGES

	<u>Product Service Charge</u>	<u>Monthly Rate</u>
1. Service Establishment Charge, Per Service Order or Account	\$500.00	-
2. 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
1,000 Plus	2.35	1.10
500+ under five year contract	2.35	1.10
3. Rearrangement Charges		
Per occasion	250.00	-
Per Number Changed/Moved/Added	2.35	-
4. Group Charges based on monthly Call Volumes (Average Monthly Query Volume) (Queries/Month/Group)	<u>Installation Charge</u>	
Up to 1,000 calls per month	\$50.00	25.00
Up to 10,000 calls per month	50.00	80.00
Up to 25,000 calls per month	50.00	150.00
Up to 50,000 calls per month	50.00	280.00
Up to 75,000 calls per month	50.00	425.00
Up to 100,000 calls per month	50.00	550.00
Up to 250,000 calls per month	50.00	1,300.00
Up to 500,000 calls per month	50.00	2,500.00
Up to 750,000 calls per month	50.00	3,600.00
Up to 1,000,000 calls per month	50.00	4,500.00
5. Redirecting Telephone Numbers Per Number	5.00	1.00

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E. RATES AND CHARGES (Cont'd)

	<u>Product Service Charge</u>	<u>Monthly Rate</u>
6. Optional Features		
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 SuperGroup	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 Custom Redirect Service Transaction	TBD	