

Effective: December 1, 2008

ADVANCED INTELLIGENT NETWORK SERVICES

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A. CUSTOM REDIRECT SERVICE

1. 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 the 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. Options 2 and 3 would be the telephone number(s) the customer wants incoming calls redirected to when Option 1 is not the desired choice. 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.

2. Feature Definitions

a. Standard Features

(1) Equipped Number

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

(2) Group

A group is the collection of equipped telephone 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 equipped telephone 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.

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A. CUSTOM REDIRECT SERVICE - Continued

2. Feature Definitions - Continued

a. Standard Features - Continued

(3) Option Column

An option column is a table of telephone numbers that are treated the same. Custom Redirect 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 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.

(4) Redirecting Telephone Number

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.

(5) Modification of Active Option

When the customer elects to redirect calls, 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 number other than the originally-dialed number, redirection charges will apply as they would in Call Forwarding.

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A. CUSTOM REDIRECT SERVICE - Continued

2. Feature Definitions - Continued

b. Optional Features

(1) 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 central office in which the call originates without requiring the call to complete to the serving central office. In the event that the serving central office is out of service, the customer's Custom Redirect Service may be activated, and all calls processing in a central office with an alternate central office trigger will be redirected per the current active option at that time. Triggers are associated with one customer NPA-NNX.

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

(2) Custom Applications

Although most customer applications are provided using the optional features listed herein, 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 Application. DNR presents the original dialed number to a new customer location.

It is not the intent to provide all AIN (Advanced Intelligent Network) custom applications through this guide 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. Custom applications will be provided on an Individual Case Basis (ICB).

(3) Number Identification Redirection

This feature allows the customer to redirect calls based upon the originating telephone number, NXX, LATA (Local Access and Transport Area), or NPA (Numbering Plan Area) of the incoming caller. With this feature, the customer utilizes a list to assign specific incoming telephone numbers to a number they are to be redirected to. If an incoming caller's number is on the list, the call will be redirected to the number specified on the list. If the incoming caller's telephone number is not on the list, the call will be completed as dialed.

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A. CUSTOM REDIRECT SERVICE - Continued

2. Feature Definitions - Continued

b. Optional Features – Continued

(3) Number Identification Redirection - Continued

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 Redirection 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 Redirection may not be used to pass the identity of the calling party's number to the customer. This feature in no way replaces, enhances nor interferes with Caller ID as found in Section 6, Custom Calling Services.

(4) Percentage Redirection

Redirection may be done by percentages. For example, when Percentage Redirection 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 Redirection 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.

(5) 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. The billing for calls redirected using this feature will be by the carrier specified by the customer.

(6) Special Custom Redirect Service Transaction

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 rate element will allow customers to request such services and the Company to recover the costs associated with these special requests. Should the customer elect to go forward with the transaction developed, charges will be applied on an Individual Case Basis (ICB).

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A. CUSTOM REDIRECT SERVICE - Continued

2. Feature Definitions - Continued

b. Optional Features – Continued

(7) 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.

If the same group is assigned to multiple SuperGroups, the active option would be the last option set. For example, based on the definition of SuperGroup 001 above and an additional SuperGroup 002, which 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.

(8) Time-of-Day/Day-of-Week Redirection

This optional feature 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 Redirection 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.

3. Special Conditions

- a. Custom Redirect Service is available where Company facilities permit.
- b. Custom Redirect Service may be provisioned with group sizes as small as one.
- c. The rates specified in 5.RATES do not apply to telephone numbers which require excessive translations work. For example, Custom Redirect Service provisioned out of 5ESS®¹ switches for customers subscribing to Direct Inward Dialing (DID) service would require excessive translations work. Charges for this work will be applied on an Individual Case Basis (ICB).

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A. CUSTOM REDIRECT SERVICE - Continued

3. Special Conditions - Continued

- d. 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. An additional six options may be purchased at an additional charge for a total of nine options per group. If more than three options are chosen, the Additional Option charges apply per additional option. Up to six additional options may be provisioned as an enhancement to the Basic service.
- e. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned 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. In the event the final destination is out of the LATA, the customer designates the Primary Interexchange Carrier (PIC), and the Company hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
- f. 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.
- g. 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 customer.
- h. 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 Schedule Cal. P.U.C. No. D&R, Rule No. 11.

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.

- i. 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.
- j. Term Option

Customers with more than 500 lines provisioned may choose a five-year term option for a lower monthly line rate. If the customer terminates service prior to the anniversary date of the term commitment plan, termination liability charges will apply.

¹ 5ESS® is a Registered Trademark of Lucent Technologies, Inc.

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A. CUSTOM REDIRECT SERVICE - Continued

3. Special Conditions – Continued

k. Minimum Period

A twelve-month minimum subscription period is applicable to Custom Redirect Service. If service is cancelled prior to the initial twelve-month subscription 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.

l. Termination Liability

(1) Month-to-Month

Customer shall be liable for the full monthly rate for the minimum period of 12 months. If service is terminated prior to the initial twelve-month minimum subscription period, charges as specified in 3.k will apply to the remainder of the twelve-month period.

(2) Term Option

If service is terminated prior to the initial twelve-month minimum subscription period, the customer shall be liable for the full monthly rate for the remainder of the twelve-month period. For years two through five of the term commitment plan, the customer may either change to the month-to-month option or pay termination liability charges as specified in Section 2, B.15. of this Product Guide, will apply for the remainder of the term commitment plan.

If service is terminated after the initial twelve-month minimum subscription period, but prior to the anniversary date of the term commitment plan, termination liability charges as specified in Section 2, B.15. of this Product Guide, will apply to the remainder of the term commitment plan.

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

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A. CUSTOM REDIRECT SERVICE - Continued

4. Application of Rates and Charges

a. Service Establishment Charge

Charges will apply for the original order for Custom Redirect Service per Service Order or per 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 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 rate, in addition to a nonrecurring charge, for each equipped telephone number. The Feature Per Equipped Telephone Number charge will be based on the quantity of equipped telephone numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

c. Average Monthly Group Volume Charge (Queries per Month, per Group)

A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped telephone numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped telephone numbers. A query is launched to the AIN database when a central office 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 central office triggers placed, the query volume may exceed the call volume, resulting in an increase in the Average Monthly Group Volume Charge.

d. Rearrangement Charge

A nonrecurring charge will apply to each rearrangement. This is in addition to normal service order charges from Section 3 of this guide. Each change to an equipped telephone number will result in a nonrecurring charge for each equipped telephone number impacted. If a customer is modifying existing Custom Redirect Service, including adding additional numbers, the Rearrangement Charge applies.

e. Password Initialization

Once service is established, this nonrecurring charge applies each time the customer requests the Company to reinitialize the pass code to the default pass code or to modify existing security profiles. A service order will be generated after the initialization takes place and a Subsequent Order charge from Section 3, Service Charges will also apply.

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A. CUSTOM REDIRECT SERVICE - Continued

4. Application of Rates and Charges – Continued

f. 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 Custom Redirect customer will pay the portion of the call from the original called central office to the terminating number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

g. Redirecting Telephone Number

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

h. Additional Option Charge

The basic monthly recurring charge for Custom Routing Service includes up to three basic options per group. A customer may add up to six additional options, for a total of nine per group. The Additional Option Charge and specific feature charges would apply per each option.

i. Optional Feature Charges

(1) Alternate Central Office Triggers

A nonrecurring charge will apply at the time of the establishment of the central office triggers, and a flat monthly rate will be billed for each NPA-NNX trigger in each central office switch in which a trigger is placed.

(2) Custom Applications

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.

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A. CUSTOM REDIRECT SERVICE - Continued

4. Application of Rates and Charges – Continued

i. Optional Feature Charges – Continued

(3) Number Identification Redirection

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

(4) Percentage Redirection

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.

(5) Single Number Destination Service

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

(6) Special Custom Redirect Service Transaction

This rate element will allow customers to request services required on a one-time effort basis, such as the generation of a special report, out-of-hours programming support for testing, or other special handling that was not included in the rate development for Custom Redirect Service. Should the customer elect to go forward with the transaction developed, charges will be applied on an Individual Case Basis (ICB).

(7) 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.

(8) Time-of-Day/Day-of-Week Redirection

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.

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A. CUSTOM REDIRECT SERVICE - Continued

5. Rates

	Nonrecurring Charge ¹	Monthly Rate
a. Service Establishment Charge	\$ 500.00	--
b. Equipped Number - per Telephone Number		
(1) <u>Month-to-Month Option</u>		
1 - 50	2.35	\$ 2.50
51 - 100	2.35	2.35
101 - 500	2.35	2.00
501 - 1,000	2.35	1.50
Over - 1,000	2.35	1.10
(2) <u>Term Option</u> ²		
Five-Year Term, Minimum 500 Lines	2.35	1.10
c. Average Monthly Group Volume Charge, Queries per month, per group		
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	50.00	³

¹ Appropriate Service Order Charges as set forth in Section 3 will apply.

² See Special Conditions, A.3.I. for termination liability charges.

³ The monthly rate is determined by adding the rate for 1,000,000 plus the rate associated with the appropriate increment less than 1,000,000.

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A. CUSTOM REDIRECT SERVICE - Continued

5. Rates - Continued	Nonrecurring Charge ¹	Monthly Rate
d. Rearrangement Charge, per occasion	\$ 250.00	--
per number	2.35	--
e. Password Initialization, per occasion	50.00	--
f. Redirection Charges (no charge)		
g. Redirecting Telephone Number	5.00	\$ 1.00
h. Additional Option Charge, per Option (when four or more are chosen)	200.00	25.00
i. Optional Feature Charges		
(1) Alternate Central Office Triggers per trigger, per switch	500.00	1.00
(2) Custom Applications, per option	200.00	25.00
(3) Number Identification Redirection First 100 Numbers	500.00	50.00
Additional 100 Numbers	100.00	10.00
(4) Percentage Redirection	100.00	25.00
(5) Single Number Destination Service, per group	50.00	10.00
(6) Special Custom Redirect Service Transaction	100.00	--
(7) SuperGroups, per group	50.00	1.00
(8) Time-of-Day/Day-of-Week Redirection	100.00	25.00

¹ Appropriate Service Order Charges as set forth in Section 3 will apply.