

Effective: December 1, 2008

OPTIONS FOR PROVIDING ENHANCED SERVICES

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OPTIONS FOR PROVIDING ENHANCED SERVICES

I. GENERAL

APPLICABILITY

Applicable to the provision of certain network services, which expand a customer's ability to provide services to clients or which provide benefits directly to the customer.

TERRITORY

Within the exchange area of all exchanges, as the exchange areas are listed in Section 4A, Sheets 3 and 4.

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OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS

A. Definitions

1. Enhanced Service Provider (ESP). A customer of the Company who provides Enhanced Services, which are defined as services, offered over Local Exchange Carrier, i.e., Company, exchange and transmission facilities used in intraLATA communications, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different, or restructured information or involve subscriber interaction with stored information. (A customer of an ESP is, in turn and with respect to this section of the guide, a client.)
2. Message Waiting Indication--Audible service sends an identifiable tone (such as a stutter dial-tone) to an ESP's client whenever messages for the client are waiting in storage.
3. Forwarded Call Information--Intraoffice service provides information relating to calls incoming to an ESP client and outgoing from the client to the ESP, if the client's line is arranged for any call forwarding service which forwards calls to an ESP. The information relating to calls includes the client's number, call-forwarded number and the reason (busy or no-answer condition) for calls being forwarded.
4. Data Link service provides the capability to deliver Forwarded Call Information to an ESP.
5. User Transfer service provides a customer subscribing to trunk lines or station lines used in conjunction with an ESP's equipment with the ability to place on hold an established call and originate a second call to a third party. After a call has been transferred, the original line or trunk is cleared for further use.

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OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

A. Definitions - Continued

6. Queuing service is a supplement to rotary service, which places calls in queue while waiting to be answered when all terminals in a hunt group are busy. Queuing service is provided only in conjunction with lines arranged for rotary service.
7. Call Forwarding Busy-Line--Fixed is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the Company's customer, if the caller encounters a normal busy-line condition.
8. Call Forwarding No-Answer--Fixed is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the Company's customer, if the caller encounters a no answer condition after a specified number of rings.
9. Call Forwarding Busy Line Don't Answer is a permanently activated service which automatically redirects calls placed to a customer or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the Company's customer, if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

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II. SPECIAL CONDITIONS - Continued

A. Definitions - Continued

10. Customer Controllable Ringing (CCR). A service that provides customers with the ability to adjust the number of ring cycles that are used prior to forwarding a call in a No Answers situation. To select the number of rings desired (1-9), the customer will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.
11. Message Waiting Indication - Audible Ring Burst (ARB). A service that provides ringing at a special cadence to signal the customer that a message is waiting. This reminder will be repeated at a specific interval programmed by the Company. This is in addition to the stutter dial tone that normally represents a message waiting.
12. Enhanced Call Transfer. Enhanced Call Transfer allows the user of a 2-way trunk with DID to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call. Enhanced Call Transfer is offered to customers who have existing digital facilities. Customers requiring additional digital facilities must purchase them separately from Schedule Cal. P.U.C. No. C-1.
13. Message Waiting Indication-Visual. Message Waiting Indication-Visual is a feature that provides the Enhanced Service Provider with the ability to send an alerting signal in the form of a light to its end user's line. This alerting signal can then be used by the Enhanced Service Provider to inform its end user that a message(s) is waiting.
14. Inter-Switch Voice Messaging (ISVM). Inter-Switch Voice Messaging (ISVM) service is available to Enhanced Service Providers (ESPs) who subscribe to Data Link service and individual-line business service, trunk-line business service, or CentraNet® service. Data Link service operates on an intra-switch basis only. This service, combined with ISVM service, enables voice mail and call answering capabilities to be extended via intra- and inter-switch connectivity, thereby allowing the ESP to serve clients within a Local Access Transport Area (LATA).

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OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General

1. Customers are responsible for the payment of rates and charges associated with establishing, continuing, and discontinuing or disconnecting services ordered on behalf of themselves and their clients.
2. The Company will not provide instructions for operating services of customers. Instructing clients is the responsibility of the customer.
3. The Company is not required to notify a customer (such as an ESP) when the Company disconnects a service subscribed to by another customer who is also the customer's (ESP's) client.
4. The Company will not disconnect or discontinue the services subscribed to by a customer who is also a client of another customer (such as an ESP) because of nonpayment of charges billed to the other customer. The Company will discontinue or disconnect services billed directly to a customer for nonpayment in accordance with the terms and conditions of the Company's Product Guide. The Company is not responsible for harm or damages to a customer or its clients resulting from services disconnected in accordance with the terms and conditions of this Product Guide.
5. Each customer and each customer's client shall indemnify, defend, protect, and save harmless the Company against any and all losses, claims, suits, demands, causes of action, damages, costs, or liability in law or in equity or every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the services provided in accordance with this product guide or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patent, trademark, or copyright, or resulting from any claim of libel or slander.

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OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

6. Each customer, not the Company, has responsibility and control over the content, quality, and characteristics of the services provides and conversations conducted over its equipment. The Company is not responsible for quality of, defects in, or content of the services which a customer provides its clients. The customer is responsible for complying with law, with rules and regulations of governmental agencies, and with the terms and conditions of the Company's product guide.
7. A customer may neither use the Company's name, signs, symbols, or markings nor implicate, implicitly or explicitly, the Company in any other way as a participant, promoter, or co-promoter, in sales media or other publicity, of services provided wholly by the ESP or jointly by the ESP and the Company, unless the customer first obtains written permission from the Company for each advertisement, announcement, or other informational media to be released.
8. Customers must agree to subscribe to a sufficient number of lines to maintain an average level of service, whereby no more than one call out of each one hundred call attempts will be blocked during the average busy hour of the busy week or the busy season, as measured at the Company's office.
9. Each customer subscribing to User Transfer service is responsible for the payment of applicable local calling, ZUM calling, or Message Toll calling charges for each completed call forwarded from its line to another line.
10. User Transfer (Call Transfer) is part of the standard CentraNet services. Therefore, User Transfer rates from this section are not billed to CentraNet customers.
11. Queuing is available to CentraNet® customers in accordance with the rates, charges, and conditions of Section 8 of this Product Guide.

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OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

12. Each customer, such as an ESP, ordering services from the Company on behalf of its customers (the customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the customer's authority, the customer will be held responsible for orders involving clients for whom no agency agreement exists.
13. A subsequent order charge, as specified for business and residence customers in Section 3 of this Product Guide for Verizon Calling Services, will be billed to the customer whenever services associated with a clients line and subscribed to by the customer on behalf of the customer's client are established.
14. The customer is responsible for placing orders for disconnecting or discontinuing services subscribed to on behalf of clients. Should a customer's client's telephone service be discontinued or disconnected for any reason, the Company will continue billing the customer for services subscribed to on behalf of the client until the customer requests that the service be disconnected or discontinued.
15. Customers ordering services on behalf of clients will not be charged for a subsequent order record charge for changing the customer's record.
16. Each customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable local calling, ZUM calling, or Message Toll calling charges for each completed call forwarded from its line to another line.
17. Services available to CentraNet® customers from Section 8 of this Product Guide will be billed in accordance with the rates, charges, and conditions included in that section.

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OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

18. CentraNet® customers subscribing to CENPAC--Basic Control Package are not charged for changing the number of rings before calls are forwarded.
19. Each Call Forward service, each Message Waiting Indication service, and each Forwarded Call Information service and each package containing any of these services must be associated with a specific individual line, with a specific DID trunk-line telephone number, or with a specific CentraNet® station line from which calls are forwarded and to which calls are forwarded and to which is subscribed by a customer or a customer's client.
20. A customer must specify which services are to be associated with each client's telephone service.
21. Each customer providing voice message services must subscribe to either individual-line business services, trunk-line business services, or CentraNet® service for access to the Company's switched network. The network connection will be used to pass messages to and from the ESP's voice mail system.
22. Enhanced Call Transfer is available where facilities and conditions permit.
23. Inter-Switch Voice Messaging (ISVM)
 - a. ISVM is offered as an optional enhancement only to the Data Link service.
 - b. Customers subscribing to ISVM must also subscribe to Data Link service.
 - c. ISVM is offered subject to the availability of both Data Link and ISVM facilities.
 - d. The Company will determine which central office and transmission facilities are used to provide service.
 - e. Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.
 - f. Signaling control and data communication protocols are defined by the Company and the Company retains the right to change these protocols.

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OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

23. Inter-Switch Voice Messaging (ISVM) - Continued

- g. ISVM is available to compatible and suitably-equipped CentraNet® customers.
- h. The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
- i. The integrity of the customer's database information is solely the responsibility of the customer. The Company assumes no liability for any errors, misdirected calls, or misdirected message waiting indications resulting from problems with the customer's database. The Company will bill time and material charges to the customer to correct a condition on client's line as a result of the customer's incorrect database information.
- j. The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
- k. The integrity of the customer's database information is solely the responsibility of the customer. The Company assumes no liability for any errors, misdirected calls, or misdirected message waiting indications resulting from problems with the customer's database. The Company will bill time and material charges to the customer to correct a condition on client's line as a result of the customer's incorrect database information.

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OPTIONS FOR PROVIDING ENHANCED SERVICES

III. RATES

	<u>NRC</u>	<u>Monthly Rate</u>
A. Message Waiting Indication--Audible, Per client line or DID number	1	\$ 0.50
B. Forwarded Call Information--Intraoffice, Per client line or DID number	1	1.00
C. Data Link, Per Data Link	\$ 1000.00	300.00
D. User Transfer, Per customer individual line or trunk line	1	1.75
E. Queuing, Per customer individual line or trunk line	1	1.50
F. Call Forwarding Busy Line--Fixed, Per client line or DID number	2	2
G. Call Forwarding No Answer--Fixed, Per client line or DID number	2	2
H. Call Forwarding Busy Line Don't Answer, Per client line or DID number	2	2

¹ See Section 3, Service Charges for non-recurring charges.

² See Section 6, Custom Calling Services for monthly rates, and Section 3 of this Product Guide, Service Charges, for non-recurring charges.

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OPTIONS FOR PROVIDING ENHANCED SERVICES

III. RATES - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
I. Customer Controllable Ringing (CCR), Per client line or DID number	--	\$ 1.00
J. Message Waiting Indication - Audible Ring Burst (ARB), Per client line or DID number	--	1.50
K. Three-Service Package - Includes Call Forwarding Busy Line Don't Answer, Message Waiting Indication, and Forwarded Call Information, Per line or DID number	¹	2.00
L. Five-Service Package - Includes Call Forwarding Busy Line Don't Answer, Message Waiting Indication, Forwarded Call Information - Intraoffice, Message Waiting Indication - Audible Ring Burst (ARB), and Customer Controllable Ringing (CCR)	--	2.75
M. Enhanced Call Transfer		
(1) per customer ²	\$ 25.00	--
(2) per trunk	--	19.00
N. Message Waiting Indication - Visual, Per line or DID number	--	.50
O. Inter-Switch Voice Messaging (ISVM), ³ Each arrangement	2,000.00	3,000.00

¹ See Section 6, Custom Calling Services for monthly rates, and Section 3 of this Product Guide, Service Charges for non-recurring charges.

² Non-recurring charges from Section 3 of this Product Guide may be applicable in addition to this rate.

³ See Special Condition B.23.b.