

7. Auxiliary Exchange Services

7.1 Custom Calling Service

Rates and charges for services explained herein are contained in Part F, Section 1.7.

7.1.1	Description
	Following are features which comprise Custom Calling service. Effective August 21, 2016, the following Custom Calling services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted. • Call Forward Busy Line • Call Forwarding Don't Answer
A.	Call Waiting signals a customer talking on the line that another call has been placed to the line. The customer may answer the second call and alternate between the calls by manipulating the switchhook.
B.	Call Forwarding permits a customer to forward all incoming calls to another preselected telephone number. The customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded. No assurance can be given that transmission will be fully satisfactory during call forwarding service calls.
C.	Call Forwarding Busy Line provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy. When Call Forwarding Busy Line Custom Calling service is provisioned in a 1A ESS central office, the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Busy Line service calls. 1. Call Forwarding Busy Line custom calling services may be resold by customers. 2. Call Forwarding Busy Line is not provided on a line equipped with call waiting custom calling service.
D.	Call Forwarding Don't Answer provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number does not answer within a determined number of rings. When Call Forwarding Don't Answer Custom Calling service is provisioned in a 1A ESS central office, the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Don't Answer service calls. 1. Call Forwarding Don't Answer custom calling services may be resold by customers.

7. Auxiliary Exchange Services

7.1 Custom Calling Service

Rates and charges for services explained herein are contained in Part F, Section 1.7.

7.1.1	Description
E.	Call Forwarding Busy Line Don't Answer provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy and/or does not answer within a determined number of rings. When Call Forwarding Busy Line Don't Answer Custom Calling service is provisioned in a 1A ESS central office, the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Busy Line Don't Answer service calls.
1.	Call Forwarding Busy Line Don't Answer custom calling services may be resold by customers.
2.	Call Forwarding Busy Line Don't Answer is not provided on a line equipped with call waiting custom calling service.
F.	Three-Way Calling enables a customer to establish talking connection involving the customer and two other parties. The customer, by switchhook operation, is able to place an existing call on hold and dial the telephone number of a third-party. No assurance can be given that transmission will be fully satisfactory during three-way calling service calls.
G.	Usage Three-Way Calling allows customers to use three-way calling on a per activation basis. A monthly cap per line applies to per activation charges for this feature and will be billed on a full bill period basis.
H.	Speed Dialing 8 Codes allows a customer to call a predesignated seven or ten-digit telephone number by dialing a one-digit code. A maximum of eight predesignated telephone numbers can be stored.
I.	Speed Dialing 30 Codes allows a customer to call a predesignated seven or ten-digit telephone number by dialing a two-digit code. A maximum of 30 predesignated telephone numbers can be stored.

7. Auxiliary Exchange Services

7.1 Custom Calling Service

7.1.2 Regulations	
A.	Custom calling services are available to business customers (except PASL) served by suitably equipped central offices to the extent that existing facilities are available.
B.	Custom calling service (except For Call Forwarding Busy Line, Call Forwarding Busy Line Don't Answer and Call Forwarding Don't Answer) may be offered for a 14 day demonstration period. The period begins the day following the date on which the service is established. - In the event that the 14th day of the demonstration period is a Saturday, Sunday or holiday, the demonstration period is extended through the next regular business day. - If during the demonstration period, the customer requests that all custom calling services be discontinued, neither the monthly rates nor the Service and Equipment (S&E) charge apply. If the customer retains one or more of the services beyond the 14 day demonstration period, the monthly rate for each service retained applies from the date the service was initially established. - One 14 day demonstration period is offered per service per customer.

7.1.3 Application of Rates and Charges	
A.	One S&E charge applies when one or more custom calling services are provided. The S&E charge does not apply when one or more custom calling service is provided in conjunction with the installation of the line.
B.	For call forwarding service, when a call is forwarded an additional charge may apply to the custom calling service customer. This charge is determined in accordance with the class of service furnished the customer. For Call Forwarding Busy Line, Call Forwarding Busy Line Don't Answer and Call Forwarding Don't Answer services when a call is forwarded to a telephone number served by a different central office control group, an additional charge may apply. This charge is determined in accordance with the class of service furnished to the customer.
C.	Custom Calling Services Package— When three or more custom calling service features are provided on the same line a discount will be applied to monthly rates to each service excluding the first one. The discount applies to call waiting, call forwarding, three-way calling and speed dialing 8 and 30 codes. Effective August 21, 2016, the following Custom Calling services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted. • Call Forward Busy Line • Call Forwarding Don't Answer
D.	Value Added Package configurations are available at monthly rates and S&E charges. Regulations governing the application of rates and charges for custom calling services also apply. - The S&E charge applies during and after the period when the serving central office is converted to an ESS office. - Effective August 21, 2016, the following Custom Calling services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted. • Call Forward Busy Line • Call Forwarding Don't Answer

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7. Auxiliary Exchange Services
7.2 Touch Tone Calling

7.2.1 Description	
A.	Touch tone calling which is furnished subject to the availability of the central office facilities, provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.
B.	Telephones equipped for touch tone calling can only be associated with, or have access to, lines equipped for this service or with lines equipped for key pulsing or pushbutton dialing services.
C.	Touch tone calling is furnished with all classes and grades of main telephone exchange service.

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7. Auxiliary Exchange Services

7.3 Remote Call Forwarding Service

7.3.1 Description	
A.	Remote Call Forwarding service provides automatic forwarding of all incoming calls placed to a seven-digit Remote Call Forwarding number to a terminating telephone number in another exchange. This service is available only in exchanges served by suitably equipped electronic (ESS) central offices, to the extent that existing facilities are available.
1.	The terminating telephone service may be local exchange service, Dedicated Toll Free Service (DTFS), foreign exchange service or an additional number associated with distinctive ring service; it may not be PAL or PASL service.
B.	This service is furnished upon condition that the customer contract for adequate Remote Call Forwarding or terminating facilities to permit the use of the service without impairment, disruption or deterioration of the quality of other telephone services.
1.	If in the opinion of Verizon additional Remote Call Forwarding service or terminating facilities are needed, the customer must subscribe to additional service or facilities. If the customer refuses to subscribe to adequate Remote Call Forwarding or terminating facilities, the Remote Call Forwarding service is subject to termination.
C.	Verizon does not provide identification of the originating telephone number to the Remote Call Forwarding customer.
D.	No assurance can be given that transmission will be fully satisfactory during operation of Remote Call Forwarding service.

7.3.2 Application of Rates and Charges	
A.	Message Charges
1.	Between the calling party and the Remote Call Forwarding number the calling party is charged the appropriate message telecommunications service or local measured service rate.
2.	Between the Remote Call Forwarding number and the terminating telephone number the Remote Call Forwarding customer is charged the established directly dialed station-to-station message telecommunications service rate or the business local measured service rate for each call.
B.	In addition to the rates and charges for the terminating service and equipment, S&E charges and monthly rates apply.

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7. Auxiliary Exchange Services
7.4 Special Reversed Charge Toll Service (Enterprise)

7.4.1 Description	
A.	Special reversed charge service is an arrangement that provides for customers having PBX, Centrex or one-party service (except PASL service) to allow their patrons the privilege of calling them at the customer's expense without having to request specific acceptance of the charge.
B.	The customer selects the exchanges in which this service is furnished, subject to the approval of Verizon. Verizon assigns a special telephone number for the service. Calls for the special telephone number are accepted if originated in the exchange or zone with which the special number is associated, and the customer assumes the charges for all calls to the special number.

7.4.2 Regulations	
A.	One directory listing in the alphabetical section of the directory is provided with this service. Additional directory listings are available as specified in Section 5.
B.	The minimum service period is three months.

7.4.3 Application of Rates and Charges	
A.	The customer is charged the established operator station-to-station message telecommunications service rate for each completed call.
B.	The S&E charge applies for each exchange arranged, or when at the request of the customer, a change is made in the enterprise number or a change is made in the number to which the calls are to be connected.
C.	The monthly rate applies for each exchange or zone arranged.

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7. Auxiliary Exchange Services
7.5 Line Hunting Service

7.5.1 Description	
A.	Line hunting service which is provided subject to the availability of suitable central office facilities is an arrangement that groups together two or more main telephone exchange lines from the same central office so that incoming calls are automatically switched from the initial line, if in use, to the first non-busy line.

7.5.2 Application of Rates and Charges	
A.	S&E charges apply per group arranged at the same time to establish or interrupt a line hunting arrangement on in-service lines; however, they do not apply if line hunting service is installed at the same time as the associated line.

7. Auxiliary Exchange Services

7.6 Referral Services

7.6.1 Description	
A.	Basic Referral Service , which is provided subject to the availability of suitable central office facilities, is an arrangement that intercepts incoming calls to a customer's telephone number and refers the calls to another telephone number.
1.	The basic referral period for a customer-initiated number change is thirty (30) days.
B.	Extended Referral Service is an optional intercept service for business customers that provides for the continued referral of a disconnected, suspended or changed number beyond the minimum basic referral period. Extended Referral Service uses a recorded announcement to give a caller the number's status and a referral number.
1.	Extended Referral Service is provided on individual line business services and the main lines for Centrex, Intellipath, Flexpath, PBX and Direct Inward Dialing (DID)* Services.
2.	Extended Referral Service is provided where facilities and numbers are available.
3.	The minimum period is two months, and the maximum is eleven months, starting after the expiration of the basic referral period in 7.6.1A .
4.	The request for Extended Referral Service must be placed at the same time as a request for the disconnection, suspension or telephone number change.
5.	Changes to the initial Extended Referral Service intercept announcement are not permitted once an order has been processed. Extension of the referral period is likewise not permitted once an order has been processed. However, a customer may request early termination of the referral period prior to the originally agreed upon termination date. No credit applies for early termination.

7.6.2 Application of Rates and Charges	
A.	S&E charges apply per line arranged for Basic Referral Service.
B.	Applicable charges for Extended Referral Service will be billed in advance as a one-time charge. The one-time charge equals the applicable monthly rate times the number of months or fraction thereof that the customer requests be included in their Extended Referral Service period. Extended Referral Service is subject to a two-month minimum charge.

* Please refer to Part G, Section 1, for limitations on the availability of Direct Inward Dialing Service for analog PBX trunks. Contracts with this service may not be extended nor renewed. (This does not impact ISDN PRI or Centrex DID subscribers).

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7. Auxiliary Exchange Services
7.7 Stop Hunt Arrangement

7.7.1 Description	
A.	This arrangement which is provided subject to the availability of suitable central office facilities limits incoming calls to a specified number of consecutive central office trunks or lines.
B.	A Private Line Type 1001 or Type 1002 channel serves as a control channel between the customer's premises and the serving central office. A control key at the customer's premises is required.

7.7.2 Application of Rates and Charges	
A.	S&E charges and monthly rates apply.

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7. Auxiliary Exchange Services
7.8 Make Busy Arrangement

7.8.1 Description	
A.	This arrangement which is provided subject to the availability of suitable central office facilities permits a customer to place a busy condition on one or more central office trunks or lines.
B.	The make busy arrangement cannot be provided on a customer's listed service.
C.	A Private Line Type 1001 or Type 1002 channel serves as a control channel between the customer's premises and the serving central office. A control key is required at the customer's premises.

7.8.2 Application of Rates and Charges	
A.	S&E charges and monthly rates apply.

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7. Auxiliary Exchange Services
7.9 Toll Restriction

7.9.1 Description	
A.	Toll restriction which is provided subject to the availability of suitable central office facilities, prevents the placing of directly dialed or operator handled MTS calls on a central office line from a key telephone.
1.	Toll restriction cannot be provided on all lines in a key telephone system.
a.	At least one line must have access to the operator and toll network for emergency calls.

7.9.2 Application of Rates and Charges	
A.	Monthly rates apply per line.

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7. Auxiliary Exchange Services
7.10 Signal Line Filter

7.10.1 Description	
A.	The signal line filter prevents certain voice or signal frequencies from leaving a particular area.
1.	It may be furnished in connection with all classes and grades of main telephone exchange service, trunk lines, Centrex service and private line services and channels.

7.10.2 Application of Rates and Charges	
A.	S&E charges and monthly rates apply.

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7. Auxiliary Exchange Services

7.11 Curb-A-Charge Service

7.11.1 Description	
A.	Curb-A-Charge service is in suitably equipped central offices to the extent that existing facilities are available.
B.	If a customer's local serving office is not suitably equipped, Curb-A-Charge service can be furnished on a foreign exchange of foreign central office service basis, subject to the availability of facilities.
C.	Originating Number Screening is offered with one-party main telephone exchange service except PBX trunk lines. Terminating number screening is offered with one-party main telephone exchange service including PBX trunk lines. Originating number screening is available to one-party main telephone exchange service (excluding PBX trunk lines) individually or in any combination. Originating number screening is not available with PBX trunk lines. Originating Number Screening Operator Screening alerts the operator that operator handled directory assistance calls may not be billed to the originating number. Calls may be placed collect or charge to a third number basis. Originating Number Screening Direct Dialed Screening blocks all 1+ direct dialing except to 800 numbers. Directly dialed calls to directory assistance are denied. Toll and directory assistance calls may be placed on an operator handled basis. This feature is offered only in exchanges served by electronic central offices where suitable facilities exist and is not available with municipal calling service.
D.	Terminating Number Screening is offered with one-party main telephone exchange service including PBX trunk lines. Terminating number screening is available to one-party main telephone exchange service excluding PBX trunk lines individually or in any combination. Terminating number screening may be provisioned with Centrex Plus service. Option A— Alerts operators throughout the country that collect and third number calls cannot be billed to a particular number. Option B— Alerts operators throughout the country that third number calls cannot be billed to a particular number. Option C— Alerts operators throughout the country that collect calls cannot be billed to a particular number.
E.	Curb-A-Charge service is not available with Public Access Line (PAL) service.

7.11.2 Application of Rates and Charges	
A.	One S&E charge applies when one or more Curb-A-Charge feature is provided at the same time. It does not apply when one or more Curb-A-Charge feature is provided in conjunction with the installation of the line.
B.	For terminating number screening, the S&E charge is not to exceed fifty dollars per request, per billing telephone number.
C.	Rates and charges for foreign exchange or foreign central office service apply.

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7. Auxiliary Exchange Services

7.12 Presumptive Blocking and Selective Blocking

7.12.1 Presumptive Blocking	
A.	This arrangement enables Verizon to automatically deny access from all business lines to the Information Delivery Service (IDS) 940 exchange for adult programs, when IDS is implemented.
1.	Single line business customers may obtain access to the 940 exchange by submitting a written request to Verizon to remove the 940 blocking restriction from their lines.
a.	No charge applies for any request to remove or reinstall the blocking restriction.

7.12.2 Selective Blocking	
A.	Selective Blocking allows customers to block calls to information services with 500, 940 and 976 exchange codes. It also allows customers to block calls to information services with a 900 area code provided on either an interstate or intrastate basis. This arrangement recognizes and blocks any attempt to dial a number with the following central office prefixes or area codes. Selective blocking service is available to single line business service customers.
1.	Comprehensive Blocking— 550, 900, 940 & 976.
B.	Selective blocking service is provided only from Stored Program Control (SPC) central offices and is provided only when sufficient facilities exist. Customers with line hunting service must have all lines in the hunt group blocked.
C.	Implementation of these arrangements will be by central office as requests are received, so that the service will become available within 30 days of the first customer request in any suitably equipped central office.
D.	Selective blocking service cannot be combined with Curb-A-Charge service.
E.	A written request from the customer is necessary to change or remove selective blocking service.

7.12.3 Application of Rates and Charges	
A.	Service Charges
1.	Service charges do not apply to the provisioning of presumptive blocking and selective blocking services.
2.	No charge applies for the any change in a single line business customer's blocking arrangement for either presumptive blocking or selective blocking services.
B.	For selective blocking of Centrex lines, refer to Part E.

7. Auxiliary Exchange Services

7.13 INTELLIDIAL® Calling Service

7.13.1 Definitions
Call Forwarding Busy Line* —Provides for the forwarding of incoming calls to any predesignated number within the customer group and where available to any predesignated number, when the line equipped with this feature is busy.
Call Forwarding Don't Answer* —Provides for the forwarding of incoming calls to another predesignated number within the same customer group and where available to any predesignated number when the line equipped with this feature is not answered within a predetermined number of rings.
Call Forwarding —Enables the user to forward all incoming calls to another line within or outside of the central office. Transmission may not be satisfactory on all forwarded calls.
Call Hold —Permits a user to put an in progress call on hold by depressing the switchhook momentarily and dialing the call hold code. The line is then freed for the purpose of originating another call.
Call Pickup —Allows the user to answer any incoming call within the customer group from any station within that group. An incoming call on one line may be answered from a station on another line by dialing the call pickup access code. When more than one incoming call is involved, the longest ringing call is automatically selected.
Call Transfer —Enables the user to transfer any established call to another station within or outside of the customer group.
Call Waiting —Alerts the user during a call that another call from outside the customer group is waiting by applying a burst of tone. Call waiting will not operate when call forwarding-variable is in use.
Intercom Calling —Provides the customer with the ability to dial any other line within the customer group with an abbreviated code as an in house call. Local usage charges do not apply to intercom calls.
Speed Dialing —Permits a customer to dial an abbreviated code for emergency or frequently dialed numbers of 15 or less digits. A maximum of six codes, changeable by the customer, is furnished per line equipped.
Three-Way Calling —Allows the customer to add a third-party to any established call. It includes the ability to hold one-party with privacy exclusion, while dialing and talking with another party and the ability to include the held party in a three-way conference. A third-party may not be added to an established call if call waiting is being used or if a call within the same central office involves any other line using three-way calling. Transmission may not be satisfactory on all three-way calls.
Touch Tone Calling —Provides for the origination of calls from telephone instruments equipped with 12 pushbuttons for tone-type address signaling.

- * Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.

7. Auxiliary Exchange Services

7.13 INTELLIDIAL® Calling Service

7.13.2 Description	
A.	Intellidial calling service is an optional communications system arrangement that combines into a group up to nine lines for multi-line business customers and offers call management features arranged in packages.
B.	Intellidial calling service is offered only from suitably equipped central offices as determined by Verizon. It is available for use with business main telephone exchange service lines.
1.	It is not available with trunk lines, dormitory communications service, Centrex service, PASL service or public access lines.
C.	Intellidial calling service comprises a basic package of features and four optional feature packages.
1. Basic Feature Packages	
a.	Call Hold
b.	Call Pickup
c.	Call Transfer
d.	Intercom Calling
e.	Three-way Calling
f.	Touch Tone Calling
2. Optional Feature Packages	includes all of the basic feature package plus the following added features.
a. Package 1—	Call Forwarding and Call Waiting
b. Package 2—	Call Forwarding Busy Line*, Call Forwarding Don't Answer*, Call Forwarding
c. Package 3—	Call Forwarding, Call Waiting, Speed Dialing
d. Package 4—	Call Forwarding Busy Line*, Call Forwarding Don't Answer*, Call Forwarding, Speed Dialing.

7.13.3 Regulations	
A.	Main telephone exchange service lines equipped with intellidial calling service may terminate at different premises locations provided they are all served from the same electronic central office switching vehicle.
B.	A minimum of two lines in a service arrangement must be equipped with intellidial calling service. A different feature package may be furnished on each line in the service arrangement.

* Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.

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7. Auxiliary Exchange Services

7.13 INTELLIDIAL® Calling Service

7.13.3 Regulations	
C.	Telephones equipped with 12 pushbuttons for tone-type address signaling are required for each exchange line with this service to enable feature operation.
D.	Intellidial Calling service is not offered in conjunction with custom calling service, or Curb-A-Charge service. Line hunting service is available only in conjunction with the basic feature package.
E.	Local or toll usage charges, as appropriate, are applicable for calls transferred, forwarded or otherwise dialed outside of the customer group.
F.	Local exchange service and foreign exchange or foreign central office service may not be included in the same customer group.
G.	Dial access to service such as foreign exchange, and private line service, etc., is not available with intellidial calling service.

7.13.4 Application of Rates and Charges	
A.	Monthly rates for intellidial calling service are in addition to the monthly rates for one-party main telephone exchange service and to the rates and charges for other associated services.
B.	An S&E charge applies if intellidial calling service is the only service being provided. It does not apply if intellidial calling service is provided in conjunction with other services for which a S&E charge applies.
C.	Intellidial calling service is furnished under the variable term payment plan for arrangements containing business lines.

7.13.5 Variable Term Payment Plan (VTPP)	
A.	Intellidial calling service for business service customers is furnished under the VTPP as described herein and in Section 1. The VTPP monthly rates are payable over an OPP that is selected by the customer from those available. All conditions and regulations pertaining to the VTPP are contained in Section 1, except as specified herein. - The available OPPs are month-to-month, 36 months, and 60 months. - Vintage 1 rates apply for service ordered or installed after November 16, 1990. - New rates for 36 and 60 month OPPs may be introduced by Verizon under a new vintage which would supersede the earlier vintage of rates. Superseded vintage rates apply only for the services ordered or installed under such rates for the duration of the OPP. Month-to-month rates are shown with the latest vintage of rates.
B.	Transfer of service may be provided for a transfer of service charge subject to the regulations in Section 1.

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7. Auxiliary Exchange Services

7.13 INTELLIDIAL® Calling Service

7.13.5 Variable Term Payment Plan (VTPP)	
C.	Subsequent additions of intellidial calling service to an existing service arrangement will be provided only at the rates currently effective for the month-to-month OPP, unless a new OPP for the entire arrangement is elected in accordance with VTPP regulations governing a change in length of OPPs.
D.	Relocation of service to a different premises is permitted where the new location is served by the same central office equipment. Termination charges do not apply and the monthly billing for VTPP rates continues unchanged. A relocation of service to a premise served by different central office equipment constitutes discontinuance of service, for which termination charges, if any, are applicable. Service charges as appropriate, apply to the relocated main telephone exchange services.
E.	A customer may substitute or add feature packages without incurring termination charges provided that a new OPP for the entire arrangement is elected in accordance with VTPP regulations governing a change in length of OPPs.
1.	The termination charges applicable are dependent upon the payment period selected by the customer. Termination charges do not apply to month-to-month payment.
a.	For the 36 month payment period, 18 months of payments or 60% of the remaining monthly payments, (whichever is less) is the applicable termination charge.
b.	For the 60 month payment period, 30 months of payments or 60% of the remaining monthly payments (whichever is less) is the applicable termination charge.

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7. Auxiliary Exchange Services

7.14 Reserved for Future Use

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7.15 Simplified Message Desk Interface (SMDI)

7.15.1	Description
A.	SMDI which is offered subject to the availability of facilities to both Centrex and business main telephone exchange service customers (except PBX trunk lines) provides facilities for the answering of a client's telephone line at a customer's message desk services center. The message desk service center must subscribe to Centrex or business main telephone exchange service lines (except PBX trunks) equipped with line hunting, central office automatic message link equipment and a data link between the serving central office and the customer's premises.
1.	This permits the customer's clients whose lines are equipped with Call Forwarding to have their messages directed to the message desk service center. The message desk service center receives the following information.
a.	Called number
b.	The type of call forwarding or a direct call indication
c.	The calling number (available for Centrex only if the call originates within the same Centrex system)
d.	The message desk terminal numbers
B.	The SMDI feature provides the customer with the ability to offer voice store and forward and message desk services. If the facility is a voice store and forward service, the information may be used to activate a recorded announcement, allowing the caller to leave a recorded message, and place and store the message for the called party. If it is a message desk service, this same information may be used by the customer's attendant, who answers the call and provides client specific information to the calling party (i.e., client's name, location, the name of the person accepting the client's calls and whether the line is busy).
1.	SMDI provides the capability for the customer to direct a message waiting indication (audible or visual) to their client's telephone line when calls are forwarded to the message desk. Subscribing clients hear the audible message waiting indication when lifting the receiver or a message waiting indicator lamp is activated and clients know that a message is waiting. The client may call the customer for their message or ignore the tone and place a call.
a.	Visual message waiting indicator service is available to Centrex customers served by suitably equipped central office facilities. Satisfactory provision of the feature is dependent on the customer's use of customer provided compatible station set hardware.

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7. Auxiliary Exchange Services

7.15 Simplified Message Desk Interface (SMDI)

7.15.2 Regulations	
A.	Responsibility of the Customer
1.	Customers providing message desk service must have Centrex or exchange service lines equipped with line hunting in the same central office control groups where the automatic message link equipment and data link terminates.
2.	Customers must provide equipment compatible with the modem in Verizon central office in order to transmit and receive the necessary data between the central office and the customer premises.
3.	Customers are responsible for providing message desk equipment on their premises.
4.	The customer and client must be served from the same central office control group.
5.	When the customer utilized the message waiting indication feature, the customer's clients' lines must be programmed to accept the message waiting indication.
7.15.3 Inter Switch Voice Messaging (ISVM)	
A.	Inter-Switch Voice Messaging is an optional enhancement to SMDI subject to the availability of both SMDI and ISVM facilities. Unless otherwise specified herein, the regulations, rates and charges for ISVM apply in addition to the regulations, rates and charges for SMDI.
B.	ISVM utilizes the SS7 network to pass calling and called number information between central offices. With ISVM capability, the customer is not required to obtain a data link to each central office control group where client lines are resident. With ISVM, the customer can provide messaging capability to all end users in a LATA provided those end users reside in central offices that are interconnected via SS7 and are equipped with the required software. ISVM requires SMDI between the customer's equipment and at least one central office.
C.	Responsibility of Verizon
1.	Verizon will determine the central office and transmission facilities to be used to provide service.
2.	Signaling, control and data communication protocols are defined by Verizon, and Verizon retains the right to change these protocols.

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7. Auxiliary Exchange Services
7.15 Simplified Message Desk Interface (SMDI)

7.15.3 Inter Switch Voice Messaging (ISVM)	
D. Responsibility of the Customer	
1.	The integrity of the customer's database information is solely the responsibility of the customer.
2.	Unauthorized Use —Customers are not authorized to sell or offer for telemarketing purposes or other unauthorized purposes, a list of telephone numbers acquired or compiled by using this service.
E. Liability	
1.	Verizon assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
2.	Verizon assumes no liability for any errors, misdirected calls or misdirected message waiting indications resulting from problems with the customer's database.

7.15.4 Application of Rates and Charges	
A.	Data Link — A minimum of one data link is required between the serving central office and the customer's premises. Rates and charges applicable for compatible Part B analog private line or Part C digital private line dedicated transmission facilities will apply.
B.	A S&E charge applies to equip a client's line with the capability to receive the message waiting indication.
C.	In addition to the monthly rate for central office automatic message link equipment, (which includes a central office modem), standard rates and charges for business main telephone exchange service or Centrex service also apply as appropriate.

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7. Auxiliary Exchange Services

7.16 Distinctive Ring Service

7.16.1 Description	
A.	Distinctive ring service enables a customer to have up to three separate telephone numbers (one main telephone number and two additional telephone numbers) associated with one exchange access line. Each telephone number has a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each additional telephone number is provided to customers also subscribing to call waiting service.
B.	Distinctive ring is available to business service customers served by a suitably equipped central office subject to the availability of facilities.
C.	This service is not offered with PBX trunk service lines equipped with hunting arrangements, access lines terminating in customer premises switching equipment, foreign exchange service and foreign central office service.
D.	Distinctive ring service is offered as follows. Package I— Consisting of one additional telephone number associated with a single line. Package II— Consisting of two additional telephone number associated with a single line.
E.	All telephone numbers associated with an exchange access line equipped with distinctive ring must be served by the same central office.
F.	Distinctive ring service may not be compatible with some types of customer provided telephone equipment.

7.16.2 Regulations	
A.	Provisions for Other Services
1.	Call Waiting and Call Forwarding services which are provided on the customer's main telephone number also are provided automatically on additional numbers. When establishing distinctive ring service, call forwarding service customers must choose one of the following arrangements. - Calls to the main telephone number and additional telephone numbers associated with one exchange access line will be forwarded to a single number, - Only calls to the main telephone number associated with one exchange access line will be forwarded. Calls to additional telephone numbers will not be forwarded.
2.	Curb-A-Charge service features, which are provided on the customer's main telephone number also are provided automatically on additional numbers for distinctive ring service.

7. Auxiliary Exchange Services
7.16 Distinctive Ring Service

7.16.2 Regulations	
A.	(Continued)
3.	Directory Listing— Distinctive ring service customers are entitled to one directory listing for each additional telephone number. Listings are subject to regulations, rates and charges specified in Section 5 for Listing services. Listing information must be determined when distinctive ring service is requested. Subsequent changes to listing information will be subject to service charges. Customers with nonpublished or nondirectory listed service on the main telephone number may choose to have additional numbers published or listed in the directory.

7.16.3 Application of Rates and Charges	
A.	S&E Charges
1.	Appropriate S&E charges apply to change call forwarding arrangements subsequent to the establishment of distinctive ring service.
2.	The S&E charge applies if distinctive ring service is the only service being provided. It does not apply if distinctive ring service is provided at the same time as another service for which a S&E charge applies and if distinctive ring service is ordered during the period when the serving central office is being equipped with facilities to provide the service.
3.	S&E charges apply to change from Package I to Package II subsequent to the establishment of service.

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7. Auxiliary Exchange Services

7.17 PHONESMART® Service

7.17.1	Description
A.	PHONESMART® Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information. Effective August 21, 2016, the following PHONESMART® Services: Caller ID – Number Only and Call Waiting ID Deluxe are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.
1.	Busy Redial automatically monitors and redials the telephone number of the most recent outgoing call. Dependent upon the customer's serving central office, an audible announcement that alerts the customer to the availability and instructions to activate this service may be provided. If the redialed telephone number is idle, the call completes immediately. If the redialed telephone number is busy, the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. The following types of calls cannot be automatically redialed. - Calls to 800 service numbers - Calls to 900 service numbers - Calls to 224 service number - Calls preceded by an interexchange carrier access code - Calls made on an international direct distance dialed basis - Calls to directory assistance service - Calls to emergency number (911)
2.	Caller ID – Number Only provides the originating telephone number of a non-blocked incoming call (subject to technical and other limitations, including availability of the number for forwarding) typically by the second telephone ring. This information is displayed on customer-provided equipment.
3.	Caller ID provides the telephone number and name associated with the line from which an incoming call originates, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone numbers or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. This information is displayed on customer-provided equipment, typically by the second ring.
4.	Call Waiting ID Deluxe is an expanded form of Caller ID which also allows a customer who is on an existing call to receive Caller ID (number and name) information for a new incoming call and to manage the new call by forwarding to a voice mail system, by including in conferencing, by routing to a message announcement, or by dropping the first or last caller. The name and telephone number of the caller may not be displayed for every new incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone numbers or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

Effective: April 1, 2018

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7. Auxiliary Exchange Services

7.17 PHONESMART® Service

7.17.1	Description
A.4.	(Continued)
a.	The customer must subscribe to Call Waiting to take full advantage of this service. The customer is required to purchase customer premise equipment that is capable of displaying Call Waiting ID With Name information in addition to facilitating call management options.
5.	Call Waiting ID With Name provides for an expanded use of Caller ID by allowing a customer, who also subscribes to Call Waiting, while off hook on an existing call, to receive Caller ID (name and number) information for a new incoming call. This information is displayed on customer-provided equipment, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.
6.	*69 allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back. If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call. The following types of calls cannot be returned:
a.	Calls from PBX station lines
b.	Calls from DID station lines
c.	Calls from lines equipped with line blocking
d.	Calls from lines which have activated per call blocking
7.	Call Trace allows a customer to trace the most recent incoming call by dialing a code immediately after terminating the call. Verizon's central office equipment records and stores the incoming call message detail (date, time and originating telephone number of the call) provided that the call was completed over a suitably equipped facility and the customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to the annoyance call bureau where call details can be obtained by an appropriate law enforcement agency when the customer files a complaint.

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7. Auxiliary Exchange Services

7.17 PHONESMART® Service

7.17.1	Description
A.	(Continued)
8.	Anonymous Call Rejection allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of per call or line blocking, to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate the feature without charge by dialing a code.
a.	Upon receiving the anonymous call rejection announcement, the calling party may either reverse the blocking status of his/her line and redial the call or elect not to redial the call.
b.	Anonymous Call Rejection is provided automatically to customers subscribing to Caller ID – Number Only, Caller ID, Call Waiting ID With Name and Call Waiting ID Deluxe. Anonymous Call Rejection initially will be provided in a deactivated state.
B.	Phonesmart service is available with all business main telephone exchange service (except PBX trunks), and with Centrex services (except Intellipath) in suitably equipped serving central offices where facilities exist. In addition, both the subscriber to the service and the other party involved in the call must either be served from the same central office or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these central offices.
C.	Phonesmart service will be offered on a monthly charge basis, except for call trace. Call trace is billed on a charge per activation only when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to an appropriate law enforcement agency.
D.	Per call blocking is an originating option that allows customers to control the disclosure of their telephone number and name on a call by call basis. When activated, the option precludes the originating customer's telephone number and name from being displayed on the terminating customer's display device and prevents the announcement and completion of calls using *69. Per call blocking does not affect the operation of the other Phonesmart features. Activation is accomplished by the calling party dialing an activation code prior to initiating a call. Per call blocking is available in suitably equipped central offices to all business main telephone exchange service (except hotel/motel, PBX trunks and toll access trunk lines). There is no charge associated with per call blocking.
E.	Line blocking allows customers to automatically block the disclosure of their telephone number and name on all originating calls. The option precludes the originating customer's telephone number and name from being displayed on the terminating customer's display device and prevents the announcement and completion of calls using *69. To allow the telephone number and name to be displayed on a call-by-call basis, the customer dials a code, other than that used for per call blocking, before making the call. Line blocking does not affect the operation of the other Phonesmart features. Line blocking is available at no charge on verbal request to all business main telephone exchange services including PBX trunks. Line blocking is not available with toll access trunk lines, except for domestic violence agencies and safe houses.

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7. Auxiliary Exchange Services

7.17 PHONESMART® Service

7.17.1 Description	
F.	Permanent line blocking allows customers to automatically block the disclosure of their telephone number and name on all originating calls. The option precludes the originating customer's telephone number and name from being displayed on the terminating customer's display device and prevents the announcement and completion of calls using *69. The option cannot be disabled to allow the originating telephone number and name to be displayed. Permanent line blocking does not affect the operation of the other Phonesmart service features. Permanent line blocking is only available to domestic violence agencies. There is no charge associated with permanent line blocking.
G.	Some Phonesmart services are not available when the subscriber completes or receives a call utilizing an interexchange carrier's facilities.
H.	Satisfactory provision of Phonesmart service requires technically compatible customer provided premises equipment.
I.	Announcement blocking allows customers to automatically block the announcement associated with repeat dialing. This option precludes the originating customer from receiving the announcement when the customer encounters a busy line or ring no answer condition. There is no charge associated with requesting announcement blocking.

7.17.2 Regulations	
A.	Liability — The liability of Verizon is as set forth in Section 1.

7.17.3 Application of Rates and Charges	
A.	Phonesmart service rates and charges are in addition to all other applicable rates and charges for the associated business main telephone exchange service, Centrex services and other associated services.
1.	Centrex Services – Depending on the customer's serving central office, the service may only provide the opportunity to return the call automatically. In such cases, upon dialing *69, the service will attempt to return the customer's last incoming call. Per activation customers with the call-return-only service are charged upon dialing *69, regardless of whether the call is completed to the calling party.
B.	A S&E charge applies if a feature of Phonesmart service is the only service being provided. It does not apply if one or more features of Phonesmart service are provided at the same time as another service for which a S&E charge applies.
C.	Call trace and busy redial and *69 are available on a per activation basis and a monthly cap applies to the per activation charge for each feature. The per activation charge applies for each successful activation only. For *69, per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using *69 may apply. Busy redial is also available on a monthly charge basis and activation charges do not apply when the customer elects monthly billing. A S&E charge applies each time the customer changes from per activation to a monthly charge basis. Per-activation use of call trace, busy redial and *69 may be blocked at the customer's request, a rate will apply.
D.	Anonymous Call Rejection is provided without charge to customers subscribing to Caller ID - Number Only, Caller ID, Call Waiting ID With Name, and Call Waiting ID Deluxe.

7. Auxiliary Exchange Services

7.18 CUSTOM REDIRECT Service

7.18.1	Description
A.	Custom Redirect Service (CRS) 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.
B.	CRS offers three options per group with the basic service. 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 CRS optional feature as described herein.
C.	Standard Features 1. Equipped Number—is the subscriber's called telephone number that has CRS. 2. Group— is the collection of equipped telephone numbers that will be redirected in the same way, at the same time. If the customer requests redirection then all telephone numbers within that group will be redirected. 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 options, the telephone number that the calls are redirected to may be different. 3. Option Column—is a table of telephone numbers that are treated the same. CRS has three option columns with the basic service. Up to six additional option columns may be provisioned as an enhancement. If more than three options are requested, the Additional Option charges apply 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 option might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers would be redirected to the respective telephone number in option column two. 4. Redirecting telephone number— has no office equipment associated with it and is to be used solely for the purposes of redirecting call traffic from the telephone number dialed to the CRS customer's intended destination.

7. Auxiliary Exchange Services

7.18 CUSTOM REDIRECT Service

7.18.1	Description
C.	(Continued)
5.	Modification of Options—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.
D.	Optional Features
1.	Time-of-Day/Day-of-Week Redirection—allows customers to redirect the customer's calls to another location at predesignated times. 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.
2.	Percentage Redirection—allows customers to direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose the quantity of locations and the actual percentages, up to ten percentages, to be redirected 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.
3.	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.
a.	Number Identification may not be used to pass the calling party's number to the customer.

7. Auxiliary Exchange Services

7.18 CUSTOM REDIRECT Service

7.18.1	Description
D.	(Continued)
4. 5. - a. - b.	Single Number Destination Service– This feature allows 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– In addition to the optional features offered in this Product Guide, custom applications to modify the query response may also be provisioned. Custom applications such as the inclusion of a single table or single field manipulation in the call processing record to meet a specific customer's need are available. Next Event List (NEL)– 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 used to monitor for PRI outages. It is not used to monitor Central Office outages and it does not monitor for Station Busy or No Answer. Dialed Number Recovery (DNR)– A Custom Application where the original dialed number is presented to a new customer location.
E.	Enhanced Features 1. SuperGroups– The customer may organize its groups into SuperGroups. A SuperGroup allows 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. a. When a group belongs to multiple SuperGroups, the active option defaults to the last option set. Using the example with SuperGroup 001 preceding and an additional SuperGroup 002 which contains groups 103, 104 and 105; if after Supergroup 001 is set to option 3, and SuperGroup 002 is set to option 2, then group 105's active option would be set to option 2. 2. 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 CRS may be activated, and all calls processing in an office with an alternate central office trigger will be redirected per the current active option at that time. Triggers are associated with a specific customer NPA-NNX. a. 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 reflect the increased query volume.

7. Auxiliary Exchange Services

7.18 CUSTOM REDIRECT Service

7.18.1 Description	
F.	Custom Transactions – Occasionally, customers may require a one-time effort related to their CRS. 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. A Custom Transaction Charge will apply to recover costs associated with these special requests.

7.18.2 Regulations	
A.	CRS is available where Company facilities permit.
B.	The minimum service period for CRS is twelve months. If CRS is cancelled prior to twelve-months, a termination liability will apply.
C.	CRS may be provisioned with group sizes as small as one.
D.	Each group may have up to three options for the basic rate. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the basic service.
1.	In most cases, the first option will be the called number leaving two additional options for the customer to define.
2.	Although three options is the standard, up to six additional options may be provisioned for an additional cost.
E.	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 if there is interference with exchange or toll service.
F.	CRS 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.
G.	Initial Average Monthly Query Volumes are estimates only. After installation, Verizon will periodically, and at its discretion, complete audits of number of queries. Billing will be corrected, if necessary, to make adjustment to the monthly charges based upon the results of the audit.

7.18.3 Responsibility of the Customer	
A.	It is the responsibility of the CRS customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
B.	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.

7. Auxiliary Exchange Services

7.18 CUSTOM REDIRECT Service

7.18.4 Application of Rates and Charges	
A. Nonrecurring Charges	
1.	Service Establishment —Applies to new orders of CRS per Service Order or per Account. If a customer is modifying the existing order, including adding additional numbers or adding a SuperGroup, 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.	Rearrangement Charge —Applies to each rearrangement. This is in addition to any normal service order charge. Each change to an equipped number will result in a nonrecurring charge for each equipped number impacted.
3.	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. A service order will be generated after the initialization takes place and a Service Charge may also apply.
B. Standard Features	
1.	Equipped Number Charges —A monthly rate applies for each equipped number. The monthly rate per number will be based on the number of equipped numbers within the group customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number that CRS is installed on.
2.	Group Charges (Average Monthly Group Volume) —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.
3.	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 redirecting calls applies.
C. Optional Features	Each group may have up to three options for the basic rate, however, up to six additional options may be provisioned for an additional cost.
1.	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.
2.	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.
3.	Number Identification Redirection — A monthly rate and a nonrecurring charge will apply at 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.
4.	Single Number Destination — A nonrecurring charge and a monthly rate will apply for each group on which this feature is ordered.
5.	Custom Applications —A nonrecurring charge will apply for the establishment of each custom feature and a flat monthly rate will be billed for each option with this feature. For changes made by Verizon on behalf of the customer, rearrangement charges will apply.

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7. Auxiliary Exchange Services

7.18 CUSTOM REDIRECT Service

7.18.4 Application of Rates and Charges	
D.	Enhanced Features
1.	SuperGroups —A nonrecurring charge will apply for the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by Verizon on behalf of the customer, rearrangement charges will apply.
2.	Alternate Central Office Trigger – A nonrecurring charge will apply for the establishment of this feature 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 Verizon on behalf of the customer, rearrangement charges will apply.
E.	Custom Transactions —A nonrecurring charge will be determined on an individual case basis prior to the transaction.
F.	Termination Liability — 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.
G.	Five 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.