

CALL MOVER® SERVICE

A. GENERAL

CALL MOVER® Service (CMS) provides intercept arrangements that offer recorded announcements and/or transfer of calls for a time period specified by customers when they permanently disconnect, temporarily suspend, or change their line numbers.

B. TERMS AND CONDITIONS

Explanation of Terms

Call Direct

Call Direct provides to the caller of a disconnected, temporarily suspended, or changed line number an automatic call transfer to the referral number, without an announcement of the referral number.

Call Direct Plus

Call Direct Plus uses a recorded announcement to give the caller of a disconnected, temporarily suspended, or changed line number, the number's status and the referral number before transferring the call to the referral number.

Call Messenger

Call Messenger uses a recorded announcement to give the caller of a disconnected, temporarily suspended, or changed line number, the number's status, the customer's name, the customer's new address, and the referral number.

Call Messenger Plus

Call Messenger Plus uses a recorded announcement to give the caller of a disconnected, temporarily suspended, or changed line number, a Call Messenger announcement before transferring the call to the referral number.

2. The services in this product guide are provided to customers where facilities are available. Verizon may offer Call Direct in lieu of basic referral service to customers who use TTY/TDD machines.
3. **CALL MOVER** Service options are available in combination with basic referral service and are provided in consecutive months of service. Customers are restricted to a combination of **CALL MOVER** Service and basic referral service not to exceed 12 months' maximum service of which **CALL MOVER** Service may be a minimum of one month.
4. Both the intercepted and referral telephone numbers must be within the same Local Access Transport Area (LATA) and calls transported exclusively on the Telephone Company's facilities for all **CALL MOVER** Service options, except Call Messenger.

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B. TERMS AND CONDITIONS (Cont'd)

5. Customers may designate only one telephone number for use as the referral number.
6. The services described in this product guide are not available to 556, 700, 900, and 976 customers. Toll Free number customers may only purchase the Call Messenger service option.
7. Customers who permanently disconnect their line number(s) and terminate their account must acquire third-party (customer who will receive the referred calls) consent and acceptance of usage charges prior to purchasing **CALL MOVER** Service.
8. **CALL MOVER** Service will not be provided or continued when either the service of the customer who requests **CALL MOVER** Service or the third party's service is suspended or disconnected. The same restriction applies to those customers whose service is toll-denied, except for residence customers when the distance between the intercepted and referral number locations is classified as a local call.
9. For Centrex and DID customers, the number of messages available per system may be determined as facilities permit.

C. RATES

1. Application of Rates

- a. The charge for this service is based on the duration of service requested per line number and will appear on the customer's final bill for that number. Usage charges, either local or toll, resulting from the transfer of calls will appear on the monthly bill relating to the referral number and will be payable by the consenting third party. Originating calls to the intercepted number will be billed the appropriate message usage charge. Toll charges, if applicable, will apply.
- b. Customer requests for termination of this service prior to the agreed upon termination date will be honored, and credit/reimbursement arrangements are available for the unused portion of service. However, customers are responsible for one-month minimum charge and the monthly charge for each full or partial subsequent month that service was provided. Billing is based on an entire month of service; partial month adjustments are not available.

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C. RATES (Cont'd)	<u>Per Month</u>	
	<u>Line Number</u> <u>Charge*</u>	<u>USOC</u>
2. Rates and Charges		
Call Direct		
Residence, per Line Number	\$ 9.00	C18
Business, per Line Number	15.00	C18
Call Direct Plus		
Residence, per Line Number	9.50	C191X
Business, per Line Number	17.50	C191X
Call Messenger		
Residence, per Line Number	20.00	PMA
Business, per Line Number	20.00	PMA
Call Messenger Plus		
Residence, per Line Number	21.00	C192X
	25.00	C192X