

SWITCHED REDIRECT SERVICE*

A. GENERAL

Switched Redirect Service is a service that, when activated by the customer, will redirect all or part of the customer's incoming switched voice and data calls to another location(s) of the customer's choice.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Group Main Number

Group Main Number is the subscriber's called telephone number that has Switched Redirect Service.

Group

A Group is a group of telephone numbers that will be redirected in the same way. Every group must have the same optional features in each of the option columns.

Option Column

An Option Column is a set of instructions for redirecting calls for a Group. Switched Redirect has three Option Columns of which only one may be in effect at any one time.

Service Categories

Type 1 - Includes exchange access lines, Centrex lines, and DID numbers other than the DID main number, that are either single line or associated with one other line in a hunting arrangement.

Type 2 - Includes PBX trunks for non DID systems, DID main number and associated terminals, and the exchange access lines and Centrex lines terminating in a hunting arrangement of three or more lines.

Redirecting Telephone Number

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

* Customers wishing to make additions to this service may do so only if they convert to Custom Redirect Service. This service is no longer available to new customers.

SWITCHED REDIRECT SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Optional Features

Autoattendant Redirecting

This feature allows the customer to redirect incoming calls to a prerecorded message. The customer may select up to three redirect choices for each Group Main Number and may use Auto-attendant Redirection in all three option columns.

Number Identification Redirecting

This feature allows the customer to redirect an incoming call based upon the originating telephone number, NXX, LATA or NPA. If an incoming caller's number is on a predesignated list, the call will be redirected to one of two preselected telephone numbers. If the incoming caller's telephone number is not on the list, the call will be completed as dialed. The customer may have as many numbers as desired on the list. This feature may be used, if needed, in all three columns.

Percentage Redirecting

This feature allows the customer to redirect incoming calls on a percentage basis. The Percentage Redirecting feature may be used in all three option columns.

Time-of-Day/Day-of-Week Redirecting

This feature allows the customer to redirect incoming calls at predesignated times. Time-of-Day/Day-of-Week Redirecting may be used in all three option columns.

2. Conditions

This service is subject to the following conditions:

- (1) Switched Redirect Service will not be provided in connection with Mobile Telephone Service; One-way, Outgoing Only lines associated with Network Controlled Coin Lines; Network Controlled Non-Coin Lines; and Network Controlled Inmate Lines.
- (2) Type 1 Switched Redirect Service must be purchased for a minimum of 11 lines or DID numbers.

SWITCHED REDIRECT SERVICE

B. TERMS AND CONDITIONS (Cont'd)

2. Conditions (Cont'd)

(3) (Cont'd)

Each group may have a maximum of three redirect options. Normally, the first option will be the called number. If the customer chooses to use all three options for redirecting, calls will never be directed to the actual number called.

3. Service Activation

In order to activate the service or change options, the customer must call into the Company equipment using a touch-tone telephone. Upon reaching the equipment the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a Company attendant, who, after verifying security information, will establish/change the redirection of the calls.

4. Termination Liability

A minimum six month termination liability will apply. If Switched Redirect Service is canceled prior to the six-month period, the full monthly rate for each remaining month, or part thereof, will be charged.

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

6. The Company assumes no liability for the redirecting of calls to numbers that are inaccurately provided to the Company by the customer.

7. It is the responsibility of the Switched Redirect Service customer redirecting calls to a third party to obtain, when appropriate, that third party's permission prior to the calls being redirected.

8. Charges for calls between the Switched Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Switched Redirect customer. Usage charges, as specified in C. following, apply to each redirected call, including those in connection with person-to-person and collect calls even though they may not be accepted at the answering location.

9. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. In the event that there is interference with exchange or toll service, the Company reserves the right to disconnect the service immediately in accordance with the terms and conditions contained in Part A of this Product Guide.

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B. TERMS AND CONDITIONS (Cont'd)

10. Calls to telephone numbers associated with Switched Redirect Service must be redirected to a customer-assigned telephone number terminating in either a customer location, an Interexchange Carrier's point of presence, a Voice Mail system, an Auto Attendant system, or an Announcement frame within the LATA of call termination. A Redirecting Telephone Number cannot be used to trigger a call to be redirected to another Redirecting Telephone Number.
11. Switched Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, Verizon Maryland LLC reserves the right to disconnect the service immediately and bill all appropriate toll charges.

SWITCHED REDIRECT SERVICE

C. RATES

1. Application of Rates

a. Redirecting Telephone Numbers

A monthly charge and a one-time installation charge for each telephone number assigned will apply. The number of redirecting telephone numbers shall equal the number of simultaneous calls the customer wants to redirect.

b. Service Establishment Charge

Charges will apply for the original order for Switched Redirect Service per account. If Type 1 and Type 2 services are ordered at the same time, only the Type 2 charge will apply.

c. Service Categories

Type 1 & 2 - The monthly rate per line is based on the number of telephone numbers equipped. As the customer moves from one size category to the next, the rate for that size category will apply for all telephone numbers equipped.

d. Rearrangement Charges

A nonrecurring charge will apply to each rearrangement. Each change to a main number, the addition of a telephone number to an existing group, or a telephone number moved from one group to another group incurs a rearrangement charge.

e. Password Initialization

This charge applies per customer request each time the Company initializes the Switched Redirect Service security password back to the default password, subsequent to the initial establishment of service. In addition, an Order Processing Charge specified in the Service Charges section of this product guide applies.

f. Group Charges

The Group Charge does not apply for the initial group. A per month charge and a nonrecurring charge applies for each additional Group.

g. Usage Charges

Between the Calling Party and the Number Equipped with Switched Redirect Service

SWITCHED REDIRECT SERVICE

C. RATES (Cont'd)

1. Application of Rates (Cont'd)

g. Usage Charges (Cont'd)

The calling party is responsible for payment of regularly applicable charges for sent-paid messages. For collect calls, the party subscribing to Switched Redirect Service is responsible for the payment of charges if a party at the number to which the calls are redirected accepts the call.

Between the Main Telephone Number and the Number to Which the Call is Redirected

Local Calling Area

No charge applies for the redirection of calls to a telephone number which is provisioned by the same central office switching unit as the Main Number. For calls redirected outside of the serving central office, a (1) per call redirecting charge or (2) a flat-rated monthly redirecting charge will apply. Local message unit charges, as specified in the Local Exchange Services tariff, do not apply.

Toll Calls

Applicable toll charges apply for each call redirected to an IntraLATA long distance number or to an InterLATA carrier.

h. Optional Feature Charges

Time of Day/Day of Week and Percentage Redirecting

A per month and nonrecurring charge applies for each column equipped. In addition, a per month rate per telephone number equipped with this feature applies. Subsequent changes to the routing schedule made by the customer via a touch tone equipped telephone may be made at no additional charge. Changes made by the Company will incur a rearrangement charge.

Auto Attendant Redirecting

A per month and nonrecurring charge applies per recording, in addition to a per month charge per redirected telephone number so equipped.

Number Identification Redirecting

A per month charge and a nonrecurring charge applies to any combination of 100 telephone numbers, NXX's, NPA's, or LATA's, or fraction thereof, listed for Number Identification Redirecting.

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C. RATES (Cont'd)

2. Rates and Charges

	Installation Charge	Per Month	USOC
a. Service Establishment Charge			
Type 1 service.....	\$160.00	-	SEPRL
Type 2 service.....	200.00	-	SEPRT
b. Per telephone number equipped			
Type 1 service			
11 - 40	2.00	2.00	R8SLX
41 - 100	2.00	1.65	R8SLX
101 - 500	2.00	1.30	R8SLX
501 - 1000	2.00	1.00	R8SLX
1000+	2.00	.75	R8SLX
Type 2 service			
1- 10	6.00	7.00	R8STX
11- 50	6.00	6.25	R8STX
51- 100	6.00	5.50	R8STX
101- 250	6.00	4.75	R8STX
251- 500	6.00	4.00	R8STX
500+	6.00	3.50	R8STX
d. Rearrangement			
Type 1 service			
Per occasion	40.00	-	NR9AD
Per number changed/moved/ added	2.00	-	NR9CD
Type 2 service			
Per occasion	75.00	-	NR9AT
Per number changed/moved/ added	6.00	-	NR9CT
e. Usage charges			
Per Call Redirection			
Type 1 service	10	-	-
Type 2 service	10	-	-
Flat Rated Redirection			
Type 1 service		2.00	R8VLX
Type 2 service		18.00	R8VTX

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C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
f. Redirecting Telephone Number, each.....	\$ 4.00	\$.40	R8W
g. Group Charge, additional.....	25.00	18.00	R8G
h. Optional features			
(1) Autoattendant Redirection			
per recording	275.00	40.00	R8A
per telephone number	-	.25	R8APN
(2) Number Identification Redirecting			
Initial 100 numbers	100.00	30.00	R8N1X
Each additional 100 numbers or fraction of	30.00	10.00	R8NAX
(3) Percentage Redirecting			
per arrangement	25.00	15.00	R8P
per telephone number redirected	-	.20	R8PPN
(4) Time of Day/Day of Week routing			
per arrangement	25.00	15.00	R8T
per telephone number redirected	-	.20	R8TPN
(5) Password Initialization, per occasion.....	15.00	-	NR91P