

CUSTOM REDIRECT SERVICE

A. GENERAL

Custom Redirect Service (CRS) 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. The redirection can occur on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.

Basic Custom Redirect Service offers three options to redirect calls to as many as three telephone numbers. It is assumed that the first option will be a basic redirect to the dialed number, but that is not a requirement. If the dialed number is not part of one of the options, then calls will always be redirected away from 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 Custom Redirect Optional Feature as described in 3f.

B. TERMS AND CONDITIONS

1. Explanation of Terms (Standard Features)

Equipped Number

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

Group

A group is the collection of Equipped Numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. Another example is, if the customer chooses to have option three "active" in a particular group, and then all equipped numbers in the group will be redirected according to the direction in option three.

Every group must have the same optional features in each of the options. For example, if the option column has time of day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are being redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

CUSTOM REDIRECT SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Standard Features) (Cont'd)

Option Column

An Option Column is a column of telephone numbers that are treated the same. Custom Redirect Service has three option columns per group with the basic service. Up to 6 additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third option might be a telephone number in an affiliate office in another city. If option two were selected, all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect and option three was provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.

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 Custom Redirect Service customer's intended destination.

Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Company platform using a touch-tone telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option is to be activated. 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.

2. Explanation of Terms (Optional Features)

Alternate Central Office Triggering

Alternate Central Office Triggering allows customers to redirect incoming traffic 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 Custom Redirect Service may be activated and all calls processing in an office with an alternate office trigger will be redirected per the current active option at that time.

The triggers are placed in each switch in a designated Central Office and terminating central office and may increase the call volumes processed. The customer's Group charges would be reflective of this increased call volume. Triggers are associated with a specific customer NPA-NNX.

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B. TERMS AND CONDITIONS (Cont'd)

2. Explanation of Terms (Optional Features) (Cont'd)

Auto-attendant Redirecting*

As an optional feature, the Company will load a customer defined, Company-approved, pre-recorded message. After incoming callers hear the message, they may be disconnected, or transferred without requiring a response, or the caller may be prompted to enter a "1", "2" or "3" on their touch-tone pad. The call will then be redirected to a telephone number that the customer designated for that selection. The customer may select up to three redirect choices for each main number. The Auto-Attendant Redirecting feature may be used with any of the option columns. If this feature were used in more than one option, the optional feature charge would apply to each option utilizing the feature.

Custom Applications

Although most Customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record to meet a specific customer's need. Next Event List (NEL) and Dialed Number

Recovery (DNR) are examples of Custom Applications.

Next Event List (NEL) is 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 not used to monitor Central Office outages, it is used to monitor for PRI outages and does not monitor for station busy or no answer.

Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location.

Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies.

Number Identification Redirecting

Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This will allow 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.

- * **Effective April 1, 2011 Auto-attendant Redirecting feature is grandfathered and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Existing customers may continue their service until their contract expires or their service is disconnected, whichever occurs first.**

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B. TERMS AND CONDITIONS (Cont'd)

2. Explanation of Terms (Optional Features) (Cont'd)

Number Identification Redirecting (Cont'd)

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 were used in more than one option, the optional feature charge would apply to each option utilizing the feature.

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

Percentage Redirecting

As an optional feature, redirecting may be done by percentages. For example, when Percentage Redirecting is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used with any of the option columns. If this feature were used in more than one option, the optional feature charge would apply to each option utilizing the feature.

Single Number Destination Service

This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning, customers must designate an interexchange carrier of their choice to carry the redirected traffic.

SuperGroups

A SuperGroup is similar to a distribution list of groups that will allow the customer to modify the active option of multiple groups at the same time.

Time-of-Day/Day of Week Redirecting

An optional feature which allows customers to redirect the customer's calls to another location at pre-designated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature were used in more than one option, the optional feature charge would apply to each option utilizing the feature.

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B. TERMS AND CONDITIONS (Cont'd)

3. Conditions

This service is subject to the following conditions:

- a. Custom Redirect Service is available where Company facilities permit.
- b. Custom Redirect Service may be provisioned with group sizes as small as one.
- c. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. 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.
- d. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number, or equipment such as an announcement or a voice mail system.
- e. It is the responsibility of the Custom Redirect Customer redirecting calls to a third party to obtain, when appropriate that third party's permission prior to the calls being redirected.
- f. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the CRS customer. In the event that the destination is outside of the original LATA, the customer will provide to the Company, the inter-exchange carrier to carry and complete the call.
- g. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the terms and conditions contained in Part A of this Product Guide.
- h. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.
- i. Custom Redirect Service will not be provided in connection with Public Telephone Service.
- j. When the service is originally ordered, a twelve-month termination liability will apply. If Custom Redirect Service 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.

CUSTOM REDIRECT SERVICE

B. TERMS AND CONDITIONS (Cont'd)

3. Conditions (Cont'd)

- k. 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-by-month rate and the twelve-month termination liability will apply.
- l. The Company assumes no liability for the redirecting of calls to numbers that are inaccurately provided to the Company by the customer.
- m. Initial Average Monthly Query Volumes are estimates only. After installation, Verizon will periodically and at our discretion, complete audits of number of queries and billing will be corrected if necessary to make adjustments to the monthly charges based upon the results of the audit.

CUSTOM REDIRECT SERVICE

C. RATES

1. Application of Rates

a. Equipped Numbers

A monthly charge and a one-time installation charge for each telephone number assigned will apply for the purpose of provisioning Custom Redirect Service.

b. Service Establishment Charge

Charges will apply for the original order for Custom Redirect Service per Service Order or per Account. This charge will apply to New Orders of Custom Redirect Service. If a customer is modifying the existing order, including adding additional numbers, the Rearrangement Charge would apply. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.

c. 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.

d. Password Initialization

This charge applies each time, after service establishment, that the customer requests that the Company reinitializes the pass code to the default pass code or is requested to modify existing security profiles.

e. Group Charges (Monthly Query Volume)

A per month charge and a nonrecurring charge applies for each Group the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the main 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 are placed, the Query volume may exceed call volume.

f. Redirection Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired. When calls are redirected, the Custom Redirect subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

CUSTOM REDIRECT SERVICE

C. RATES

1. Application of Rates (Cont'd)

g. Optional Feature Charges

Time of Day/Day of Week and Percentage Redirecting

A per month and nonrecurring charge applies for each column equipped. 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*

Due to the custom nature of this feature, pricing will be developed for each application on an Individual Case Basis.

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.

Redirecting Telephone Numbers

A monthly charge and a non-recurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purpose of generating a trigger.

SuperGroups

A nonrecurring charge will apply at the time of the establishment of this feature. A flat monthly rate will be billed for each group with this feature. When changes are made by the Company on behalf of the customer, rearrangement charges will apply.

Single Number Destination

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

CUSTOM REDIRECT SERVICE

C. RATES

1. Application of Rates (Cont'd)

g. Optional Feature Charges (Cont'd)

Custom Application

A nonrecurring charge will apply at the time of the establishment of this feature. A flat monthly rate will be billed for each option with this feature. When changes are made by the Company on behalf of the customer, rearrangement charges will apply.

Alternate Central Office Trigger

A nonrecurring charge will apply at the time of the establishment of the trigger. A flat monthly rate will be billed for each NPA-NNX trigger in each Central Office Switch in which a trigger is placed. When changes are made by the Company on behalf of the customer, rearrangement charges will apply.

Special CRS Transactions

Occasionally, customers will require a one-time effort related to their CRS service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to recover the costs associated with these special requests. A nonrecurring charge negotiated based on estimated time/effort/value prior to the transaction will be charged with a minimum charge of \$100.00 per request.

CUSTOM REDIRECT SERVICE

C. RATES

2. Rates and Charges

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
a. Service Establishment Charge (Per Service Order or Account)	\$500.00		
b. Equipped Numbers (Per telephone number equipped)			
1 - 50	\$ 2.35	\$2.50	R8SLX/R8SDX
51 - 100	2.35	2.35	R8SLX/R8SDX
101 - 500	2.35	2.00	R8SLX/R8SDX
501 - 1000	2.35	1.50	R8SLX/R8SDX
1000+	2.35	1.10	R8SLX/R8SDX
500 + With 5 year contract	2.35	1.10	R8SCE/R8SDL
c. Rearrangement Charges			
Per occasion.....	\$250.00	-	NR9AD
Per number changed/ moved/added	2.35	-	NR9CD
d. Redirecting Telephone Number, each	\$ 5.00	\$ 1.00	R8W
e. Group Charges by monthly query volumes (Queries/Mo./Group)			
Up to 1,000 calls per month	50.00	25.00	R8G1K
Up to 10,000 calls per month	50.00	80.00	R8G1A
Up to 25,000 calls per month	50.00	150.00	R8G2A
Up to 50,000 calls per month	50.00	280.00	R8G5A
Up to 75,000 calls per month	50.00	425.00	R8G7A
Up to 100,000 calls per month	50.00	550.00	R8G1B
Up to 250,000 calls per month	50.00	1,300.00	R8G2B
Up to 500,000 calls per month	50.00	2,500.00	R8G5B
Up to 750,000 calls per month	50.00	3,600.00	R8G7B
Up to 1,000,000 calls per month	50.00	4,500.00	R8G1C
Multiples of the above may apply			

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C. RATES (Cont'd)

2. Rates and Charges

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
f. Optional features			
(1) Additional Options (per Option over Three)	\$200.00	\$25.00	R88
(2) Number Identification Redirecting			
Initial 100 numbers.....	500.00	50.00	R8N1X
Each additional 100 numbers or fraction of.....	100.00	10.00	R8NAX
(3) Percentage Redirecting			
per arrangement.....	100.00	25.00	R8P
(4) Time of Day/Day of Week routing			
per arrangement.....	100.00	25.00	R8T
(5) SuperGroups			
per SuperGroup.....	50.00	1.00	R8XBX
(6) Single Number Destination			
per Group.....	50.00	10.00	R8XCX
(7) Custom Application	200.00	25.00	R8XAX
(8) Alternate Central Office Trigger ..			
per trigger, per switch	500.00	1.00	TGRAC
(8) Special CRS Transaction	100.00	-	R8F
g. Password Initialization, per occasion..	50.00	-	NR91P