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Vice President – Regulatory Affairs

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PUBLIC UTILITIES COMMISSION



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September 7, 2007

Ms. Luly Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, Rhode Island 02888

Dear Ms. Massaro:

We are filing, herewith, for effect October 7, 2007, tariff material consisting of:

PUC RI No. 15

Part/Section	Revision of Pages	Original of Pages
A/7	34, 35, 36, 37, 38, and 38.1	N/A
M/1	34.1 and 34.2	N/A

With this filing, Verizon Rhode Island (“Verizon RI”) proposes to modify the Custom Redirect Service (CRS) tariff for administrative purposes to clarify billing and standardize verbiage throughout the Verizon footprint. This change also includes the addition of two custom feature definitions.

If you have any questions regarding this filing, please contact Frances O'Neill-Cunha of my staff at 401 525-3560.

Enclosed are an original and nine copies of the tariff material. Please return a copy of this letter with your stamp of receipt.

Respectfully submitted,

  
Theresa L. O'Brien

Attachment

Verizon New England Inc.

**7. Auxiliary Exchange Services**  
**7.19 CUSTOM REDIRECT Service**

7.19.1	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.	<p><b>Standard Features</b></p> <ol style="list-style-type: none"> <li>1. <b>Equipped Number</b>—is the subscriber's called telephone number that has CRS.</li> <li>2. <b>Group</b>— 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.</li> <li>3. <b>Option Column</b>—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.</li> <li>4. <b>Redirecting telephone number</b>— 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.</li> </ol>

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**7. Auxiliary Exchange Services**  
**7.19 CUSTOM REDIRECT Service**

7.19.1	Description
C.	(Continued)
5.	<p><b>Modification of Options</b>—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.</p>
D.	<b>Optional Features</b>
1.	<p><b>Time-of-Day/Day-of-Week Redirection</b>—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.</p>
2.	<p><b>Percentage Redirection</b>—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.</p>
3.	<p><b>Auto-Attendant Redirecting</b>—As an optional feature, the Telephone Company will load a customer defined, Telephone 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 equipped 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.</p>
4.	<p><b>Number Identification Redirecting</b>—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.</p>
a.	<p>Number Identification may not be used to pass the calling party's number to the customer.</p>

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Verizon New England Inc.

**7. Auxiliary Exchange Services**  
**7.19 CUSTOM REDIRECT Service**

7.19.1 Description	
<b>D.</b>	(Continued)
5.	<b>Single Number Destination Service</b> – 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.
6.	<b>Custom Applications</b> – In addition to the optional features offered in this tariff, 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.
a.	<b>Next Event List (NEL)</b> – 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.
b.	<b>Dialed Number Recovery (DNR)</b> – A Custom Application where the original dialed number is presented to a new customer location.
<b>E.</b>	<b>Enhanced Features</b>
1.	<b>SuperGroups</b> – 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.	<b>Alternate Central Office Triggers</b> – 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.

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Verizon New England Inc.

**7. Auxiliary Exchange Services**  
**7.19 CUSTOM REDIRECT Service**

<b>7.19.1 Description</b>	
<b>F.</b>	<b>Custom Transactions</b> – 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.

<b>7.19.2 Regulations</b>	
<b>A.</b>	CRS is available where Company facilities permit.
<b>B.</b>	The minimum service period for CRS is twelve months. If CRS is cancelled prior to twelve-months, a termination liability will apply.
<b>C.</b>	CRS may be provisioned with group sizes as small as one.
<b>D.</b>	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.
<b>E.</b>	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.
<b>F.</b>	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.
<b>G.</b>	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.

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<b>7.19.3 Responsibility of the Customer</b>	
<b>A.</b>	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>B.</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**  
**7.19 CUSTOM REDIRECT Service**

<b>7.19.4 Application of Rates and Charges</b>	
<b>A. Nonrecurring Charges</b>	
1.	<b>Service Establishment</b> —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.	<b>Rearrangement Charge</b> —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.	<b>Password Initialization</b> —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>B. Standard Features</b>	
1.	<b>Equipped Number Charges</b> —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.	<b>Group Charges (Average Monthly Group Volume)</b> —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.	<b>Redirecting Telephone Numbers</b> — 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.
<b>C. Optional Features</b>	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.	<b>Time of Day/Day of Week</b> — 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.	<b>Percentage Redirecting</b> — 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.	<b>Auto Attendant Redirection</b> — Due to the custom nature of this feature, pricing will be developed for each application on an Individual Case Basis.
4.	<b>Number Identification Redirection</b> — 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.
5.	<b>Single Number Destination</b> — A nonrecurring charge and a monthly rate will apply for each group on which this feature is ordered.
6.	<b>Custom Applications</b> —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 the Telephone Company on behalf of the customer, rearrangement charges will apply.

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Verizon New England Inc.

**7. Auxiliary Exchange Services**  
**7.19 CUSTOM REDIRECT Service**

<b>7.19.4 Application of Rates and Charges</b>	
<b>D.</b>	<b>Enhanced Features</b>
1.	<b>SuperGroups</b> —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 the Telephone Company on behalf of the customer, rearrangement charges will apply.
2.	<b>Alternate Central Office Trigger</b> – 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 the Telephone Company on behalf of the customer, rearrangement charges will apply.
<b>E.</b>	<b>Custom Transactions</b> —A nonrecurring charge will be determined on an individual case basis prior to the transaction.
<b>F.</b>	<b>Termination Liability</b> — 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.
<b>G.</b>	<b>Five Year Contract</b> — 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.

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Verizon New England Inc.

**1. Exchange and Network Services**  
**1.7 Auxiliary Exchange Services**

1.7.17 Custom Redirect Service					
ID	Service Category	Rate Element	Rate	USOC	
	NRCs	Service Establishment – Per Service Order or Account	500.00	SEPRL	(T)
		Per equipped number	2.35	R8SLX	(T)
		Password Initialization – Per Occasion	50.00	NR91P	
		Rearrangement or Change – Per Occasion	250.00	NR9AD	
		Rearrangement or Change – Per Number	2.35	NR9CD	
	Equipped Number	Monthly – 1 through 50 lines – Per equipped number	2.50		
		Monthly – 51 through 100 lines – Per equipped number	2.35		
		Monthly – 101 through 500 lines – Per equipped number	2.00		
		Monthly – 501 through 1,000 lines – Per equipped number	1.50		
		Monthly – Over 1000 lines – Per equipped number	1.10		
		Monthly – Five year contract – Minimum 500 lines – Per equipped number	1.10		
	Group Charges (Average Monthly Group Volume)	NRC	50.00	R8G++	(T)
		Monthly - 1 to 1,000 queries – Per group	25.00	R8G1K	(T)
		Monthly - 1,001 to 10,000 queries – Per group	80.00	R8G1A	
		Monthly - 10,001 to 25,000 queries – Per group	150.00	R8G2A	
		Monthly - 25,001 to 50,000 queries – Per group	280.00	R8G5A	
		Monthly - 50,001 to 75,000 queries – Per group	425.00	R8G7A	
		Monthly - 75,001 to 100,000 queries – Per group	550.00	R8G1B	

Verizon New England Inc.

**1. Exchange and Network Services**  
**1.7 Auxiliary Exchange Services**

<b>1.7.17 Custom Redirect Service</b>					
<b>ID</b>	<b>Service Category</b>	<b>Rate Element</b>	<b>Rate</b>	<b>USOC</b>	
	Group Charges (Average Monthly Group Volume)	Monthly - 100,001 to 250,000 queries - Per group	1,300.00	R8G2B	(T)
		Monthly - 250,001 to 500,000 queries - Per group	2,500.00	R8G5B	(T)
		Monthly - 500,001 to 750,000 queries - Per group	3,600.00	R8G7B	
		Monthly - 750,001 to 1,000,000 queries - Per group	4,500.00	R8G1C	
			Monthly - 1,000,001 queries and over - Per group – Note: Other Group Rates will be combined for a monthly rate	See Note	
	Redirecting Telephone Number	NRC – Per Number	5.00	R8W	(T)
		Monthly – Per Number	1.00		(T)
	Optional Features	NRC – Additional Options - 4 <sup>th</sup> – 9 <sup>th</sup> options – Per option	200.00	R88	(T)
		Monthly – Additional Options - 4 <sup>th</sup> – 9 <sup>th</sup> options – Per option	25.00		(T)
		NRC – Time-of-Day, Day-of-Week Redirection	100.00	R8T	
		Monthly – Time-of-Day, Day-of-Week Redirection	25.00	R8T	
		NRC – Percentage Redirection	100.00	R8P	
		Monthly – Percentage Redirection	25.00	R8P	
		NRC – Number Identification Redirecting (includes first 100 numbers)	500.00	R8N1X	
		Monthly – Number Identification Redirecting (includes first 100 numbers)	50.00	R8N1X	
		NRC – Number Identification Redirecting – Per 100 Numbers after initial 100 numbers	100.00	R8NAX	
		Monthly – Number Identification Redirecting – Per 100 Numbers after initial 100 numbers	10.00	R8NAX	

Issued: September 7, 2007  
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Theresa L. O'Brien  
 Vice President Regulatory-RI