

RECEIVED  
2010 DEC -1 PM 3:40



Theresa L. O'Brien  
Vice President - Regulatory Affairs  
PUBLIC UTILITIES COMMISSION

234 Washington Street  
Providence, RI 02903

Phone 401 525-3060  
Fax 401 525-3064  
theresa.obrien@verizon.com

December 1, 2010

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

Dear Ms. Massaro:

We are filing, herewith, for effect January 3, 2011, tariff material consisting of:

**RI PUC No. 15**

Part/Section	Revision of Page(s)	Original of Page(s)
TOC	13	13.1
A/7	35 and 38	N/A

With this filing, Verizon proposes to withdraw the Auto-Attendant Redirecting feature of CUSTOM REDIRECT Service, and, as of the effective date of this filing, Verizon will no longer provide the feature. Currently, there are no customers subscribing to this feature in the state of Rhode Island, and Verizon foresees no demand for the feature.

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

Attachments

Table of Contents  
Part A  
Exchange and Network Services

<b>7.</b>	<b>Auxiliary Exchange Services</b>		
7.17.1.A.3.	Caller ID.....	29	
7.17.1.A.4.	Caller Waiting ID Deluxe .....	29	
7.17.1.A.5.	Call Waiting ID Deluxe With Name.....	30	
7.17.1.A.6.	*69 .....	30	
7.17.1.A.7.	Call Trace .....	30	
7.17.1.A.8.	Anonymous Call Rejection.....	30	
7.17.2.	Regulations.....	31	
7.17.2.A.	Liability.....	31	
7.17.3.	Application of Rates and Charges .....	32	
7.18.	VOICEDIALING <sup>SM</sup> Service .....	33	
7.18.1.	Description.....	33	
7.18.2.	Application of Rates and Charges .....	33	
7.19.	CUSTOM REDIRECT Service.....	34	(T)
7.19.1.	Description.....	34	
7.19.1.C.	Standard Features .....	34	
7.19.1.C.1.	Equipped Number.....	34	
7.19.1.C.2.	Group.....	34	
7.19.1.C.3.	Option Column.....	34	
7.19.1.C.4.	Redirecting Telephone Number.....	34	
7.19.1.C.5.	Modification of Options .....	35	
7.19.1.D.	Optional Features .....	35	
7.19.1.D.1.	Time-of-Day/Day-of-Week Redirection .....	35	
7.19.1.D.2.	Percentage Redirection.....	35	(T)
7.19.1.D.3.	.....	35	(D)
7.19.1.D.4.	Number Identification Redirecting.....	35	(T)
7.19.1.D.5.	Single Number Destination Service.....	36	
7.19.1.D.6.	Custom Applications.....	36	
7.19.1.D.6.a	Next Event List (NEL).....	36	
7.19.1.D.6.b	Dialed Number Recovery (DNR).....	36	
7.19.1.E.	Enhanced Features .....	36	
7.19.1.E.1.	SuperGroups.....	36	
7.19.1.E.2.	Alternate Central Office Triggers .....	36	
7.19.1.F.	Custom Transaction.....	37	
7.19.2.	Regulations.....	37	
7.19.3.	Responsibility of the Customer.....	37	
7.19.4.	Application of Rates and Charges .....	38	
7.19.4.A.	Nonrecurring Charges .....	38	
7.19.4.A.1	Service Establishment.....	38	
7.19.4.A.2	Rearrangement of Service .....	38	
7.19.4.A.3	Password Initialization .....	38	
7.19.4.B.	Standard Features .....	38	
7.19.4.B.1	Equipped Number Charges .....	38	
7.19.4.B.2	Group Charges .....	38	
7.19.4.B.3	Redirecting Telephone Numbers.....	38	
7.19.4.C.	Optional Features .....	38	
7.19.4.C.1	Time-of-Day/Day-of-Week Redirection .....	38	
7.19.4.C.2	Percentage Redirection.....	38	(T)
7.19.4.C.3	.....	38	(D)
7.19.4.C.4	Number Identification Redirecting.....	38	(T)
7.19.4.C.5	Single Number Destination Service.....	38	
7.19.4.C.6	Custom Applications.....	38	(T)

Table of Contents  
Part A  
Exchange and Network Services

---

7.	<b>Auxiliary Exchange Services</b>		
7.19.4.D.	Enhanced Features .....	38.1	(T)
7.19.4.D.1	SuperGroups.....	38.1	
7.19.4.D.2	Alternate Central Office Trigger .....	38.1	
7.19.4.E.	Custom Transaction.....	38.1	
7.19.4.F.	Termination Liability.....	38.1	
7.19.4.G.	Five Year Option .....	38.1	(T)

Verizon New England Inc.

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

7.19.1 Description	
C. (Continued)	
5.	<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.
D.	<b>Optional Features</b>
1.	<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 Redirection 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.	<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.
3.	
4.	<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.
a.	Number Identification may not be used to pass the calling party's number to the customer.

(D)  
 —  
 (D)

Effective January 3, 2011, the Auto-Attendant Redirecting feature is withdrawn from this tariff, (C)  
 and the Telephone Company will no longer provide this feature as of that date. (C)

Verizon New England Inc.

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

7.19.4 Application of Rates and Charges	
<b>A. Nonrecurring Charges</b>	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> </ol>
<b>B. Standard Features</b>	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> </ol>
<b>C. Optional Features</b>	<p>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.</p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>3. <span style="float: right;">(D) (D)</span></li> <li>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.</li> <li>5. <b>Single Number Destination</b>— A nonrecurring charge and a monthly rate will apply for each group on which this feature is ordered.</li> <li>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.</li> </ol>

Effective January 3, 2011, the Auto-Attendant Redirecting feature is withdrawn from this tariff, and the Telephone Company will no longer provide this feature as of that date. (C)  
(C)