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August 17, 2004

Ms. Beth W. Salak, Director
Division of Competitive Markets and Enforcement
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Salak:

Attached are copies of the following tariff pages from our General Services Tariff:

General Services, Section A13

1st Revised Page 100
1st Revised Page 102
1st Revised Page 104

The purpose of this filing is to clarify the text description for the optional feature Alternate Central Office Triggering.

Please handle this filing as required for approval.

If you require additional information, please contact Carlton A. Ball at (813) 483-2529.

Sincerely,
David M. Christian
Assistant Vice President
Regulatory Affairs Florida

DMC:cb
Attachments

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.3 Regulations (Continued)

b. Optional Features (Continued)

- (5.) SuperGroups - The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow 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.

The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. Group 105 would be set to option 2.

- (6.) 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. The billing for calls redirected using this feature will be by the carrier specified by the customer.
- (7.) 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 a single table or single field manipulation to meet a specific customer's need.

It is not the intent to provide all AIN custom applications through this tariff item. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will be provided on an individual case basis.

- (8.) Alternate Central Office Triggering - The ability to place triggers in central offices 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 serving central office. In the event that the serving central office is out of service the customers 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. Triggers are associated with a specific customer NPA-NXX. (T)

Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Group charges would be reflective of this increased call volume.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.4 Application of Rates (Continued)

(h.) Optional Feature Charges

- (1) Time-of-Day/Day-of-Week – 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) Percentage Redirecting – 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) Auto Attendant Redirection – Due to the custom nature of this feature, pricing will be developed for each application on an Individual Case Basis.
- (4) Number Identification Redirection – A monthly rate and a nonrecurring charge will apply for 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) SuperGroups – A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.
- (6) Single Number Destination – A monthly and nonrecurring charge will apply for each group on which this feature is ordered.
- (7) Custom Application – 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. (T)
- (8) Alternate Central Office Trigger – A nonrecurring charge will apply at the time of the establishment of the trigger 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 Company on behalf of the customer, rearrangement charges will apply.
- (9) 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 determine the costs associated with these special requests. A nonrecurring charge as specified in A13.45.5 will apply at the time of the special request. In addition to this nonrecurring charge, customers will be charged a nonrecurring negotiated charge based on estimated time/effort/value of the special services that have been requested on an individual case basis if the Company completes the request.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.5 Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Password Initialization, Per Occasion	-	\$50.00	
Rearrangement/Change, Per Occasion	-	250.00	
Rearrangement/Change, Per Number	-	2.35	
Time-of-Day, Day-of-Week Redirection	25.00	100.00	
Percentage Redirecting	25.00	100.00	
Number Identification Redirecting (Includes first 100) Per 100 Numbers after Initial 100	50.00 10.00	500.00 100.00	
Redirecting Telephone Number	1.00	5.00	
Additional Options (after initial 3)	25.00	200.00	
SuperGroups Per SuperGroup	1.00	50.00	
Single Number Destination Per Group	10.00	50.00	
Custom Application	25.00	200.00	
Alternate Central Office Trigger Per Trigger, Per Switch	1.00	500.00	(T)
Special CRS Transaction	-	100.00	
Auto-Attendant Redirecting		ICB Pricing	

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

.3 Regulations (Continued)

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3. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Custom Redirect Service (Continued)

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