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PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Telecommunications Division **RESOLUTION T-16918**
Carrier Branch **December 15, 2005**

R E S O L U T I O N

Resolution T-16918. Verizon California, Inc. (U-1002-C). Requests Authority To Grandfather Custom Routing Service in Schedule Cal. P.U.C. A-43; Custom Routing Service; and Cal. P.U.C. K-5.

By Advice Letter No. 11288, Filed on September 8, 2005.

Summary

This resolution approves Verizon's California, Inc. (Verizon) request to grandfather Custom Routing Service in Schedule Cal. P.U.C. A-43; Retail Services; Custom Routing Service; and Schedule Cal. P.U.C. K-5; Resale Services.

Background

Custom Routing Service (CRS) is an Advanced Intelligent Network (AIN) service that allows the subscribing customers to redirect all or portion of incoming voice and data calls to other telephone numbers of customer's choice. CRS is NRF Category II service and is only available to business customers. CRS is offered for Type 1 (individual exchange access lines) and Type 2 (PBX trunk customers). Type 1 service (Group redirect rates) varies from $1.75 to $3.00 per line plus an additional non-recurring charge and optional charges[1]. Rates for Type 2 service range from $7.00 to $8.25 per trunk plus non-recurring charge and optional charges.

[1] Additional charges for optional features i.e., Incoming Number Identification Redirecting (each 100 numbers) per number, Percentage Redirecting, Per Option, per number and Time-of-Day/Day-of-Week, Redirection, per option, per number. Rates are listed in Schedule Cal. P.U.C. No. A-43, 1st Revised Sheet 5; Retail Services and Cal. P.U.C. No. K-5, 1st Revised Sheet 51.50; Resale Services.

Notice/Protests

Verizon indicates that copy of the Advice Letter (AL) and related tariff sheets had been mailed to competing and adjacent utilities and/or other parties who requested notification. Notice of AL 11288 was published in the Daily Commission Calendar on September 14, 2005. Although Verizon is required to notify its customers within a week of the AL filing, a letter to inform their existing customers to grandfather Custom Routing Service was mailed on October 17, 2005. Verizon explained that it was their error in mailing the notice late. There were no protests received in AL 11288.

Discussion

Verizon proposes to grandfather CRS because it is an outdated product that does not provide the most updated call management features available in the marketplace. In order to provide the most efficient service, Verizon must staff, maintain and contract for a separate platform for vendor support. Verizon's customers are increasingly choosing Custom Redirect Service for its enhanced features and flexibility.

In 2004, there were 129 customers who subscribed to CRS. Customers subscribing to CRS were notified on October 17, 2005 regarding the request to grandfather the service. By grandfathering this service, existing customers will continue to receive the service, but service will not be available to new customers after the effective date of this resolution. If an existing customer subscribing to CRS service moves, changes, or discontinues the service, then CRS will no longer be available to the customer.

Verizon will offer Customer Redirect Service as a replacement for CRS. Custom Redirect Service enables the customers to redirect all or part of their incoming switched voice and data calls to other telephone numbers. Customers will have the flexibility to redirect or manage their phone calls depending on their needs. This service can be used in the event of communications failure, cable cut, fire, flood or any other situations that require calls to be handled from alternate telephone numbers or alternate locations. Custom Redirect Service is technologically an advanced service that provides the customers the increased flexibility and innovative features. The rates for Customer Redirect Service range from $1.10 to $2.50 per number per month plus group volume and optional charges.

The following table lists the major differences between Custom Routing Service and Customer Redirect Service:

Custom Routing Service	**Custom Redirect Service**
Customer may choose to use; a) Percent Redirect to distribute calls to b) Time of Day/Day of Week based routing, but the system cannot distribute the calls based on both a) and b) basis simultaneously.	Customers may distribute calls based on both percent distribution and time. This is because Custom Redirect will accommodate these enhanced routing options as a standard part of the service, without requiring new service logic enhancements for each customer's unique application. Customers may either allocate distribution by time of day and then percentage (i.e. after 5:00 p.m. , send 50% of the calls to Location A and 50% send to Location B) or by Percentage and then time of day (i.e. send 50% to Location A, and the other 50% send to Location B before 5:00 p.m. and Location C after 5:00 p.m.).
Custom Routing Percentage Feature Customers have up to 5 configurations.	Custom Redirect Percentage Feature Customers have up to 20 configurations
Customers can route to 3 predefined options.	Customers can route to 9 options (3 with Basic service and 6 as additional feature)
Group Limit - 50	Group Limit – unlimited
	<u>New Features</u> Alternate Central Office Triggers Auto-Attendant Redirection Custom Applications – Dialed Number Recover Modify Caller ID Single Number Destination Service Transaction SuperGroups

Commission approval should be based on the specifics of this AL filing and does not establish a precedent for content of future filings for Commission's approval of similar requests.

Comments

In compliance with P.U.C. Section 311 (g), a notice letter was e-mailed or mailed on November 12, 2005 to the interested parties, informing these parties that this resolution is available at the Commission's website: http://www.cpuc.ca.gov and is available for public comments. In addition, Telecommunications Division informed these parties of the availability of the conformed resolution at the same website.

Findings

1. Verizon's filed AL 11288 on September 8, 2005, requesting authorization to grandfather Custom Routing Service.

2. Verizon offers Custom Redirect Service as an alternative to replace Custom Routing Service.

3. Customers who currently subscribe to Custom Routing Service have received notification via bill insert of Verizon's proposed change.

4. No comments have been received from the existing customers subscribing to CRS.

5. There will be no increase in rates to existing Verizon customers who currently subscribe to Custom Routing Service described in this resolution as a result of Verizon's proposed grandfathering.

6. Verizon's request for grandfathering Custom Routing Service is reasonable and should be granted.

Therefore, it is ordered that:

1. Authority is granted to Verizon's request to grandfather its Custom Routing Service in Schedule Cal. P.U.C. A-43; Custom Routing Service; Retail Services and Schedule Cal. P.U.C. K-5; Resale Services.

2. The tariff sheets attached to AL 11288 shall be marked with the effective date of the grandfather of the service and indicate that they were made effective by Resolution T-16918.

This resolution is effective today.

I hereby certify that the California Public Utilities Commission at its regular meeting on December 15, 2005 adopted this resolution. The following Commissioners approved it.

STEVE LARSON
Executive Director