

TC Systems, Inc.
P.S.C. No. 6 -- Telephone
Local Exchange Services
Effective Date: September 21, 2012

Section 20
Leaf No. 1
Revision: 1
Superseding Revision: 0

SECTION 20 – ALTERNATE ENHANCED REDIRECT SOLUTION (AERS)

20.1 Description

Alternate Enhanced Redirect Solution will provide customers the ability to redirect incoming telephone numbers in the event their primary location is unavailable. AERS also provides the additional capability to redirect incoming traffic to a predefined redirect option within two minutes of completing the control call. Customers will be able to define and control how to route critical calls in the event of an emergency.

AERS provides the capability for the customer to predefine redirect telephone numbers for each incoming telephone number at their location. Calls can be redirected to any ten-digit North American Number Plan (NANP) telephone including toll-free numbers. The customer controls when to invoke and when to restore AERS via a telephone number or control activation number. However, the customer cannot revise the predefined redirect options without a service order.

The customer can create up to nine options including eight redirect options for each Customer Group. A Customer Group is a list of incoming telephone numbers and the customer can have up to 20 Customer Groups per customer location dependent on the total number of telephone numbers being redirected.

When a redirect option is invoked, all incoming telephone numbers within the Customer Group will be redirected to their respective numbers. Customers must use service orders to update Customer Group telephone numbers or redirect options within the Customer Group.

The location that receives the redirected calls must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with the exchange or toll service. In the event that there is interference with exchange or toll service, The Company reserves the right to disconnect any redirect option immediately. (T)

The customer controlled redirect option is available for business lines and trunks as well as incoming telephone numbers to a PBX or other CPE.

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SECTION 20 – ALTERNATE ENHANCED REDIRECT SOLUTION (AERS)

20.1 Description (Cont'd)

AERS calls must be redirected to a customer designated location or telephone number, an Interexchange carrier's point of presence, a voice mail system, an announcement, or an auto attendant system. A redirected telephone number cannot be used to trigger a call to be redirected to another redirecting telephone number.

It is the responsibility of the customer to obtain, when appropriate, any necessary permission of the party to whom the calls will be redirected. The Company assumes no liability to the customer for the redirecting of calls. (T)

AERS 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. (T)

Charges for the call between customer numbers equipped with redirection and the number to which the calls are redirected are the responsibility of the customer. The customer will be billed on a usage per call/minutes of use (MOU) basis or flat rates based on MOU.

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SECTION 20 – ALTERNATE ENHANCED REDIRECT SOLUTION (AERS)

20.2 Limitations

AERS supports redirection of incoming call traffic only. It does not provide an alternate means for outbound calling in the event there is a failure in the local loop. In addition, AERS will not protect against failures in the local serving office.

Due to technical limitations, AERS cannot redirect calls that are placed within internal company private network.

Example: An AERS customer whose incoming Telephone Numbers (ITNs) are part of a private network could have calls from outside parties sent to the Redirected Telephone Number (RTN) for that ITN, but calls from other stations on the customer's private network (i.e. an employee in another office) would continue to be completed to the ITN.

Calls to ITNs that have been subscribed to a Terminating Switched Access Arrangement or Access Value Arrangement cannot be redirected under AERS. Additionally, AERS may not be able to redirect calls in cases where the ITN is subject to authorization/account codes, Toll Deny, or similar dialing limitations for the origination of calls.

Each AERS Customer Group must be maintained for a minimum of twelve (12) full months of billing. In the event that an AERS Customer Group is terminated for any reason before completing a full twelve (12) months of billing, a Disconnect Charge as stated in the RATE LIST shall be applied for each such terminated Customer Group.

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SECTION 20 – ALTERNATE ENHANCED REDIRECT SOLUTION (AERS)

20.3 Rates

	Min.	Max.	Min.	Max.	
	Non-Recurring Charge		Monthly Recurring Charge		
Customer Group Option		\$1,125.00			(C)
-per 10 telephone numbers				\$150.00	
-per telephone number over 10				\$ 40.00	
Customer Group, per telephone number		\$30.00			
Control Numbers, per control number (minimum of 2)		\$190.00		\$125.00	
Redirect Option, Customer Groups 3-9				\$250.00	
-per option in Customer Group					
Redirect Change Charge		\$125.00			
Change Charge Other		\$125.00			
Change Pin Code Charge		\$125.00			
Customer Group Change Charge		\$625.00			
per telephone number		\$125.00			
Disconnect Charge		\$2,500.00			(C)