

Qwest Corporation

WN U-40
EXCHANGE AND
NETWORK SERVICES
WASHINGTON

SECTION 9
5th-6th Revised Index Sheet 1
Cancels 4th-5th Revised Index Sheet 1

9. CENTRAL OFFICE SERVICES

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A.4.a.(4) (Cont'd)

	NONRECURRING CHARGE	MONTHLY RATE	
(b) Charges for Company network services (Company portion only) when being provided in conjunction with other local exchange carriers[1, 2, 3]			_____ (T)
• From Originating End Office to Meet Point	[43]	[43]	_____ (T)
• From Meet Point to the PSAP Serving Central Office	[54]	[54]	_____ (T)
(5) Originating End Office 911 Code Translation, per End Office	ICB	ICB	

[1] The monthly mileage rates apply to the airline distance measured between the central offices through which the service is provided.

~~[2] See 10.2.2, Extension Service.~~

_____ (D)

[3] Mileage applies where applicable to business service. See 10.2.1.

[4] For the Company portion, apply same rates and charges for 911 Code Recognition and fixed transport mileage per mileage band, and if requested, rates and charges for Automatic Number Identification.

[5] For the Company portion, apply same rates and charges for 911 business line and fixed transport mileage per mileage band.

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE~~[1] CALL MANAGEMENT SYSTEMS~~

(T)

~~9.4.4 UNIFORM CALL DISTRIBUTION~~

(D)

~~A. Description~~

~~Uniform Call Distribution (UCD) provides a method of distributing a high volume of incoming calls to lines in a multiline hunt group equally and automatically.~~

~~B. Optional Features~~

~~Queuing~~

~~An arrangement whereby incoming calls that are placed to lines within a UCD system can be held in queue if all lines within the system are busy. Calls in queue will be held in their order of arrival until a line becomes available. Calls in queue are served on a first in first out basis. Calls held in queue will hear ringing until answered.~~

~~Delay Announcement~~

~~This option allows for incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.~~

~~Music on Queue~~

~~This option allows for customer provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.~~

(D)

[1] Material moved to Section 9.4.4 of the Exchange and Network Services Catalog.

(N)

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~~2nd~~ 3rd Revised Sheet 82
Cancels ~~1st~~ 2nd Revised Sheet 82

9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd)

~~9.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)~~

~~C. Terms and Conditions~~

- ~~1. UCD and its associated options will only be provided where adequate and suitable central office facilities exists.~~
- ~~2. The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.~~
- ~~3. Lines terminating in a UCD system must be arranged for Multiline Hunting service as specified in 5.2.5 of the Exchange and Network Service Catalog. UCD is not compatible with circular hunt.~~
- ~~4. The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy, must have two queue slots in the queue group.~~
- ~~5. The music on queue option requires a voice grade private line between the serving central office and a customer provided music source at the customer's premises.~~
- ~~6. The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.~~

(T)

(D)

(D)

[1] Material moved to Section 9.4.4 of the Exchange and Network Services Catalog.

(N)

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Cancel Original Sheet 83

9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~

(T)

~~9.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)~~

(D)

~~D. Rates And Charges~~

~~The rates and charges for this service are in addition to all rates and charges for the associated underlying service.~~

	USOC	NONRECURRING CHARGE	MONTHLY RATE
--	-----------------	--------------------------------	-------------------------

~~1. Uniform Call Distribution~~

- ~~• Per multiline hunt group~~ ~~UMHPG~~ ~~\$ 30.00~~
- ~~• Per line in multiline hunt group[1]~~ ~~UMH~~ ~~\$3.00~~

~~2. Queuing~~

- ~~• Per queue group~~ ~~UQGPQ~~ ~~80.00~~
- ~~• Per queue slot in group~~ ~~UQGPQ~~ ~~7.00~~

~~3. Delay Announcement~~

- ~~• Customer specific announcement~~
 - ~~— Per announcement (includes first announcement trunk)~~ ~~URA1X~~ ~~300.00~~ ~~130.00~~
 - ~~— Each additional announcement trunk~~ ~~URAAX~~ ~~25.00~~ ~~12.50~~

(D)

[1] Material moved to Section 9.4.4 of the Exchange and Network Services Catalog. ~~Regular rates and charges apply for each line installed in or added to a multiline hunt group as specified elsewhere.~~

(C)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~

(T)

9.4.4 ~~UNIFORM CALL DISTRIBUTION~~

(D)

~~D.3. (Cont'd)~~

	USOC	NONRECURRING CHARGE	MONTHLY RATE
--	-----------------	--------------------------------	-------------------------

~~• Standardized announcement~~

Per announcement in announcement sequence	UDA	\$135.00	\$ 10.00
--	----------------	---------------------	---------------------

Per queue slot in group	UDAPQ		9.00
------------------------------------	------------------	--	-----------------

~~4. Music on Queue~~

~~• Music distribution amplifier~~

Per queue slot	MUW	15.50	
---------------------------	----------------	------------------	--

Up to twenty three queue slots	MUW1X		235.00
---	------------------	--	-------------------

Twenty three to sixty six queue slots	MUW2X		90.00
--	------------------	--	------------------

~~• Connecting channel between the serving central office common equipment and the music source on the customer premises~~

N/A	[1]	[1]
----------------	----------------	----------------

(D)

[1] Material moved to Section 9.4.4 of the Exchange and Network Services Catalog. ~~Apply rates and charges for appropriate voice grade private line. See the Private Line Transport Services Tariff.~~ (C)

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9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~

(T)

9.4.4 ~~UNIFORM CALL DISTRIBUTION~~

(D)

~~D. Rates And Charges (Cont'd)~~

	USOC	NONRECURRING CHARGE
--	-----------------	------------------------------------

~~5. Changes~~

- ~~• Change in quantity of queue
slots in queue group, per group~~ ~~REAAF~~ ~~\$ 60.00~~
- ~~• Change in content of customer
specific announcement~~ ~~REAAG~~ ~~200.00~~
- ~~• Change from or to ringing, silence
or music after announcement,
change in amount of time calls
are held in queue or change in
amount of time between
announcements~~ ~~REAAH~~ ~~60.00~~

(D)

[1] Material moved to Section 9.4.4 of the Exchange and Network Services Catalog.

(N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] ~~CALL MANAGEMENT SYSTEMS~~ (Cont'd) _____ (T)

~~9.4.5~~ ~~CENTRAL OFFICE~~ ~~AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ _____ (D)

~~A. Description~~

- ~~1. CO-ACD Service provides call distribution as an integrated function of the central office. CO-ACD Service provides an equal distribution of a large volume of incoming calls to predesignated groups of answering positions, known as agent positions.~~
- ~~2. Calls terminating on a CO-ACD are placed in a queue in the order of their arrival when an agent is not available to answer them, and are removed from queue as agents become available. Incoming calls are presented to the next available agent in the order of arrival, with the highest priority first. Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. Customers subscribing to Basic CO-ACD Service receive 10% queuing based on the total number of CO-ACD service positions. Customers subscribing to Deluxe CO-ACD Service receive 30% queuing. Additional queuing is available as specified in A.8.a. and C., following.~~
- ~~3. The CO-ACD Service switching function is performed in the central office and is available only from central offices where facilities have been provisioned for the service.~~
- ~~4. CO-ACD Service can be provided as Basic CO-ACD Service or Deluxe CO-ACD Service. The customer may have more than one CO-ACD group, but within a system, all positions must be either Basic or Deluxe.~~

_____ (D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. _____ (N)

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9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A. Description (Cont'd)~~

~~5. Agent positions may be either Type A or C. Supervisory positions must be Type C. With Basic CO-ACD, supervisory positions can also function as agent positions. Type A and C Positions are defined as follows:~~

~~a. Type A Agent Positions~~

~~Must terminate in a standard tone signaling telephone. Type A positions have inward and outward dialing capabilities with standard agent features as defined in A.6.b., following. Additional optional feature configurations are also available as follows:~~

~~Level I~~

~~Call Forwarding and Speed Call (Short List).~~

~~Level II~~

~~All Level I features plus Call Forward Busy Line, Call Forward Don't Answer, Conference Calling (Six-Way), Speed Call (Long List) and Last Number Redial.~~

~~Level III~~

~~All Level II features plus Call Pickup[1], Call Waiting[1], Automatic Callback, and Music on Hold.~~

~~b. Type C Agent Positions~~

~~Must terminate in an Electronic Set capable of providing the features listed herein. Certain features require an Electronic Set to have display capabilities. Type C positions have inward calling capabilities with standard agent features as defined in A.6.b., following. Optional outward dialing capabilities and additional optional feature configurations are also available via Secondary Directory Numbers (SDNs).~~

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. ~~Only available on non-CO-ACD calls.~~ (C)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A. Description (Cont'd)~~

~~6. Basic CO-ACD~~

~~a. Standard System Features~~

~~Abandoned Call Clearing~~

~~Abandoned CO-ACD calls are removed from incoming call queues and recorded announcements in order to reduce unnecessary connections to the central office.~~

~~Agent Queue~~

~~The Agent Queue feature ensures an even distribution of workload among the agents in the group. The agent who has been available the longest receives the first incoming call.~~

~~Automatic Overflow~~

~~Multiple CO-ACD groups can be specified as overflow groups for a given CO-ACD group. If an overflow condition exists on the incoming call queue, these groups are examined and the call terminates on the first group that has available agent(s) or queue(s).~~

~~Automatic Priority Promotion~~

~~Ensures that low priority calls do not remain unanswered. With this feature, low priority calls are promoted to higher priority queues after a specified waiting period.~~

~~Call Delay Announcements~~

~~Provides up to three announcements per queue to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A Call Delay Announcement can be provided via an interface to a customer premises announcement or the customer may provide a prerecorded announcement to the Company for use in the central office.~~

[1]Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A.6.a. (Cont'd)~~

~~Call Processing Control~~

~~Provides for the distribution of incoming calls among a group of available agent positions. Each call is served on a first-in, first-out basis by the member of the group who has been idle the longest. If all agent positions are busy, calls are queued in their order of arrival in an incoming call queue. As soon as an agent becomes available, the agent is presented with the first call waiting to be answered.~~

~~CO-ACD Directory Numbers~~

~~Unique directory numbers used to receive incoming CO-ACD calls. A CO-ACD group can have a total of 17 directory numbers consisting of a primary CO-ACD Directory Number and up to 16 supplementary CO-ACD Directory Numbers.~~

~~Incoming Call Queue~~

~~Allows incoming calls to be placed in a queue when all agents are busy.~~

~~Night Service~~

~~Night Service is activated when all agents in a CO-ACD group have activated Make Set Busy. Calls newly arriving for the group are rerouted to the night service route specified for the CO-ACD group. The treatment can be another CO-ACD location, an external location, or to an optional recorded announcement.~~

~~Ring Threshold~~

~~Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is no agent available.~~

~~Threshold Routing~~

~~Provides a route that a call takes if there is no automatic overflow route available or defined, and if the wait threshold has been exceeded or the queue is full.~~

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A.6. (Cont'd)~~

~~b. Standard Agent Features~~

~~Call Hold~~

~~This feature permits an agent to place an incoming call on hold. While the call is on hold, the agent has full use of the position to consult with another agent, supervisor or make an outgoing call.~~

~~Call Transfer/Three Way Calling~~

~~This feature allows agents to transfer a CO-ACD call to another agent position. The agent initiating the transfer may also establish a three-way call involving the incoming CO-ACD call, the agent and the third party.~~

~~Login and Logout~~

~~All agents are required to login to an agent position before they can receive incoming CO-ACD calls. When an agent is logged out, no CO-ACD calls can be presented to the agent.~~

~~Make Set Busy~~

~~When in the Make Set Busy state, incoming calls are blocked from routing to the agent. When Make Set Busy is activated, the agent is logged out.~~

~~Not Ready~~

~~The Not Ready feature allows the CO-ACD position to be temporarily unable to receive calls. The feature is typically used when an agent needs time to complete a transaction between calls.~~

~~Toll Restriction~~

~~Enables the customer to block or allow one or more three through ten digit numbers when these numbers are dialed from selected Agent Positions.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A.6. (Cont'd)~~

~~c. Standard Supervisor Features~~

~~The following supervisor features are available with Basic CO-ACD in addition to all Basic CO-ACD agent features:~~

~~Agent Status Display~~

~~Provides the status of agent positions to administrative personnel for up to forty-eight agents.~~

~~Answer Agent~~

~~Permits the supervisor to answer calls from agents.~~

~~Call Agent Key~~

~~Permits a supervisor to call an agent position by dialing the agent's directory number or by depressing the appropriate Agent Key.~~

~~Display Queue Status~~

~~Allows a supervisor to monitor queue status (number of calls waiting, total agent positions occupied and longest wait time).~~

~~Enhanced Agent Observe~~

~~This feature allows the supervisor to observe agents on both primary and secondary directory numbers.~~

~~Forced Agent Availability~~

~~Allows a supervisor to change the status of an agent's position from "Not Ready" to "Idle and Available".~~

~~Multi-Stage Queue Status Display~~

~~Allows supervisors to quickly and easily determine the length of time calls are held in queue before being answered.~~

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A.6.e. (Cont'd)~~

~~-----Status of Secondary Directory Numbers~~

~~-----Allows a supervisor to display the status of an agent engaged in a CO-ACD call or a call on a Secondary Number.~~

~~-----Toll Restriction~~

~~-----Enables a customer to block or allow one or more three through ten digit numbers when these numbers are dialed from selected Agent Positions.~~

~~-----d. Optional Features~~

~~-----Group Reconfiguration/Team Status Interface~~

~~-----Group Reconfiguration provides the customer with the ability to change the CO-ACD parameters. Team Status allows the customer to periodically view the status of their CO-ACD groups. The status contains information such as the following:~~

- ~~• CO-ACD group name~~
- ~~• Primary CO-ACD number~~
- ~~• Total number of calls in the CO-ACD queue~~
- ~~• Number of seconds that the first call queued in the incoming call queue has been waiting.~~
- ~~• Number of idle CO-ACD positions.~~

~~-----The Group Reconfiguration feature allows the customer to change such things as the following:~~

- ~~• Agent position reassignment~~
- ~~• Queue size~~
- ~~• Maximum wait time~~
- ~~• Ring threshold~~
- ~~• Overflow route~~
- ~~• Night service route~~
- ~~• Directory number priority and assignment~~
- ~~• Recorded announcement~~
- ~~• Information on each group~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A. Description (Cont'd)~~

~~7. Deluxe CO-ACD~~

~~a. System Features~~

~~The following system features are available with Deluxe CO-ACD in addition to all Basic CO-ACD system features:~~

~~Call Forcing~~

~~When a CO-ACD call is presented to an agent having Call Forcing, the agent hears a short burst of tone to alert the agent, and the call is immediately connected.~~

~~Call Source Identification~~

~~The terminating CO-ACD called number is displayed on the Type C Agent Position.~~

~~Controlled Interflow~~

~~Allows a supervisor to place a CO-ACD group in a Controlled Interflow mode, which directs new incoming calls to the group to a predetermined route defined by the customer.~~

~~Line of Business Code~~

~~Enables agents to enter a Line of Business Code for each call. Entering the code pegs a register for that line of business and allows the customer to track holding times for calls attributed to various activities.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A.7.a. (Cont'd)~~

~~Management Reports for Call Hold and Call Transfer~~

~~Provides information relating to agent activation of Call Hold and Call Transfer.~~

~~Music on Delay in Queue~~

~~Connects incoming callers in a queue to a customer provided music source while waiting for an available agent.~~

~~Night Recorded Announcement and Forward~~

~~Presents after hours callers with a special announcement that will indicate that their call is being forwarded to a location where calls can be answered.~~

~~Overflow Enhancement~~

~~Allows the customer to program up to four CO-ACD groups as potential overflow routes prior to a call being rerouted to the final overflow destination.~~

~~Overflow of Enqueued Calls~~

~~Provides for overflow of calls that have been queued for excessive amounts of time. This feature establishes new overflow thresholds to provide overflow routing for queued calls.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A.7. (Cont'd)~~

~~b. Agent Features~~

~~The following agent features are available with Deluxe CO-ACD in addition to all Basic CO-ACD agent features:~~

~~Call Supervisor~~

~~This feature allows the CO-ACD agent quick access to the supervisor for help or consultation.~~

~~Emergency~~

~~The Emergency feature allows a CO-ACD agent to immediately conference a supervisor or as an alternate, conference an emergency recording device or both.~~

~~Login Password Enhancement~~

~~This feature assures that only CO-ACD personnel assigned to a specific login ID use that ID. This is accomplished through customer group restrictions and password association.~~

~~Queue Status Display Refresh~~

~~Provides near real-time display of queue size and waiting time information.~~

~~Walkaway/Closed Key Operation~~

~~After activating the Not Ready feature, this feature enables the agent to activate a code indicating the reason the agent is not available.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A.7. (Cont'd)~~

~~c. Supervisor Features~~

~~The following supervisor features are available with Deluxe CO-ACD in addition to all Basic CO-ACD supervisor features:~~

~~Agent Key~~

~~Allows a supervisor to directly call a CO-ACD agent position by pressing a key associated with that position.~~

~~Extended Agent Observe~~

~~Allows supervisors to observe calls presented to any agent or supervisor in any CO-ACD group within the customer's CO-ACD system.~~

~~Observe Agent/Three-Way Calling~~

~~Allows a supervisor to monitor three-way calls in which an agent is participating.~~

~~d. Optional Features~~

~~Management Information System (MIS) Interface~~

~~Provides for the interface to connect to a Voice Grade channel to the customer equipment for the real time status display and historical performance reporting in addition to the Basic CO-ACD features associated with Group Reconfiguration/Team Status. Customers must furnish compatible premises software and hardware equipment.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A. Description (Cont'd)~~

~~8. Optional Features available to Basic and Deluxe CO-ACD~~

~~Additional Incoming Call Queuing/Queue Slots~~

~~Customers wishing queuing greater than 10% for Basic CO-ACD or 30% for Deluxe CO-ACD may purchase additional queue slots for each additional call they wish to hold in queue. For example, a basic CO-ACD customer with 10 agent positions has the capability to hold one call in queue as part of their basic service. If they wish to hold a total of four calls in queue, they must purchase three additional queue slots. Customers with less than ten agent positions will be provided with one queue slot.~~

~~Additional Call Delay Announcement~~

~~Customers wishing more than three announcements per queue may purchase additional announcements as specified herein.~~

~~Adjunct Module Translations~~

~~Allows for additional appearances of agent status display and/or features/functions.~~

~~Queue Status Lamp Interface~~

~~Audits incoming call queues to detect overflows. A customer provided queue status lamp remains lit until the audit determines that calls for that agent group have resumed normal queuing.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A.8. (Cont'd)~~

~~Secondary Directory Number (SDN)~~

~~Provides for the assignment to a CO-ACD Type C agent or supervisor position of one or more Secondary Directory Numbers that are separate from the CO-ACD incoming numbers. These numbers share the facilities of the agent or supervisor lines and give the agent or supervisor the ability to dial out or receive calls not directed to the CO-ACD numbers. Secondary Directory Numbers are available in the following feature configurations:~~

~~• Level I~~

~~—Direct inward and outward dialing.~~

~~• Level II~~

~~—All Level I features plus Call Forwarding, Speed Call (Short List), and Three-Way Calling/Consultation Hold/Call Transfer.~~

~~• Level III~~

~~—All Level II features plus Call Forwarding Busy Line, Call Forwarding Don't Answer, Conference Calling (Six-Way), Speed Call (Long List) and Last Number Redial.~~

~~• Level IV~~

~~—All Level III features plus Call Pickup, Call Waiting, Call Park, Automatic Callback, Conference Calling (Meet Me), Auto Dial, Query Time and Date, Group Intercom, Reason Display, Feature Display and Music On Hold.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A. Description (Cont'd)~~

~~9. Enhanced Optional Features available to Basic and Deluxe CO-ACD~~

~~a. CO-ACD DataPartner Basic~~

~~Provides a signaling channel between the CO-ACD node and a customer's business computer for the exchange of information to enhance call processing. The two-way information flow over the DataPartner data link allows CO-ACD node applications to communicate with applications running in the customer's business computer.~~

~~• Coordinated Voice and Data~~

~~This feature significantly reduces an CO-ACD agent's call handling time by enabling the CO-ACD node to deliver information about the incoming call to the business computer, thus allowing the concurrent delivery to the CO-ACD agent of the voice call and the appropriate information from the company's computer. The CO-ACD node sends the following information to the computer or other outboard processor at the customer's site:~~

- ~~— Calling number~~
- ~~— Called number~~
- ~~— Call identification number (for tracking purposes)~~
- ~~— CO-ACD position to which the call is being sent~~

~~• Increased Event Reporting~~

~~This feature allows the following additional information to be delivered by the CO-ACD node to the call center's business computer:~~

- ~~— Indication that an CO-ACD call has been queued~~
- ~~— Indication that an CO-ACD call has been completed and the reason (e.g., caller disconnect)~~
- ~~— Additional call status information for transferred, extended, and rerouted calls~~
- ~~— Switch-initiated log-off forcing to the business computer~~
- ~~— Switch-initiated continuity test to the business computer~~

~~In addition, with this feature, the calling party will be identified with both Calling Line Identification (CLID) and Automatic Number Identification (ANI), when facilities and conditions permit.~~

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A.9. (Cont'd)~~

~~b. ReportPartner~~

~~Provides a set of individual reports comprised of Call Center statistics and data key indicators information to the CO-ACD customer for the purpose of managing their Call Center operation.~~

~~(1) Reports~~

~~MIS reports are available on a customized basis. Customers may select four reports from a menu of available reports.~~

~~(2) Terms and Conditions~~

- ~~• Reports will be delivered to the customer's local fax machine.~~
- ~~• Reports will be available to customers on a daily basis. Summary reports will be provided on a weekly and monthly basis. The summary reports will be included in the daily delivery as needed.~~
- ~~• The company will retain customer ReportPartner report data for a period of ninety (90) days after the delivery of each report.~~
- ~~• The customer is required to provide and maintain a local fax machine compatible for use with ReportPartner.~~
- ~~• The company reserves all rights to maintain and upgrade the ReportPartner as required. This may result in the system being unavailable and/or unable to collect ReportPartner data for certain periods of time. When possible, this maintenance will be done during off-peak hours and customers will be notified in advance of scheduled maintenance.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

A.9. (Cont'd)

~~c. MonitorPartner~~

~~Provides on-line access to host system providing Call Center statistics, data management and information to the CO-ACD customer for the purpose of managing their Call Center operation.~~

~~(1) Service Descriptions~~

~~Real Time Monitor Access Display~~

~~Provides the customer access to the MIS (Management Information Services) system and ability to view current data on their Call Center operation. The customer will be able to view information including but not limited to: agent status, calls in queue, hold time statistics, overflow conditions, number of agents available, number of agents taking calls, daily versus current time period statistics, number of transferred calls, etc. Customer group level activity is provided by group, sub-group and agent levels.~~

~~External Displays~~

~~Displays connected to a serial port of the customers remote computer.~~

~~System Administration~~

~~The Company retains overall System Administration responsibilities, however, customers may administer their own portion of the system, including:~~

- ~~• System Administration for their portion of the MIS system, which includes the ability to enter and edit agent PIN, initials and full name; enter and edit ACD group number, group name and display name; enter and edit ACD subgroup name, subgroup number; enter and edit Line of Business codes and descriptions; enter and edit Closed Key Walkaway codes and descriptions.~~
- ~~• The ability to set agent position alarms and ACD Group alarms; create a set of agents from one or more ACD groups for monitoring and reporting purposes; enter agent activity trace requests; enter and edit Grade of Service, abandoned ignored time, short time to abandon, time to answer, call duration and other time values.~~

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog.

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~A.9.e.(1) (Cont'd)~~

~~Reports~~

~~MIS reports are available on a customized basis. Customers may select from a menu of available reports and may control the print and display options associated with each report selected.~~

~~Load Management~~

~~Provides functions to support DMS-100 switch management from a MonitorPartner display terminal including:~~

- ~~Assigning agent positions, setting the line of business default code, defining the ACD-DN name and number, setting audio recording thresholds, determining queues and overflow thresholds, and establishing call routes.~~
- ~~Facilitating changes to the DMS-100 through a menu-driven interface.~~
- ~~Executing load management macros on a scheduled basis.~~

~~(2) Terms and Conditions~~

- ~~The customer is responsible for providing compatible terminal equipment to access the MIS system.~~
- ~~The customer is required to provide an access line for their remote access connections. The customer is responsible for any long distance charges associated with the access line.~~
- ~~The Company reserves all rights to maintain and upgrade MonitorPartner as required. This may result in the system being unavailable for certain periods of time. When possible, this maintenance will be done outside of normal business hours (8:00 am to 5:00 pm) and customers will be notified in advance of scheduled maintenance.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)
9.4.5 ~~CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)
A.9.e.(2) (Cont'd)

- ~~• The company will retain customer data for a period of ninety (90) days.~~
- ~~• The company retains rights over exclusive System Administration privileges including user group descriptions, ACD Group to user group alignment, password management, system security, etc.~~
- ~~• The remote access software diskette remains the property of the Company and may not be copied or distributed in any manner without Company's written permission. Upon discontinuance of MonitorPartner, the customer must return the remote access software diskette to the Company.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)
(Cont'd)

~~B. Terms And Conditions~~

~~1. CO-ACD Service is available only where adequate and suitable facilities exist.~~

~~2. Customers must furnish compatible premises equipment.~~

~~3. Temporary suspension, either full or partial, of CO-ACD Service is not permitted.~~

~~4. Agent or supervisor positions provided outside of the serving central office area of the CO-ACD System are subject to Foreign Exchange or Remote Central Office charges as specified elsewhere.~~

~~5. CO-ACD Type C Agent or Supervisor positions terminating in an Electronic Set are subject to distance and technical limitations based upon the distance from the customer's premises to the central office. These limitations will be determined on a customer by customer basis.~~

~~6. The Music on Hold and Music on Delay in Queue features require that the music source be provided at the customer's premises. A Voice Grade Channel from the central office to the customer's premises and a Music Interface are required to make either or both of these features operational.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)
(Cont'd)

~~C. Rates And Charges~~

- ~~1. The rates and charges for CO-ACD Service are in addition to the regular rates and charges for the services with which it is associated.~~
- ~~2. CO-ACD Service is available on a month to month basis for customers subscribing to twenty or less positions. Stabilized rates for periods of from twelve months to ten years are also available. Customers subscribing to more than twenty positions are required to subscribe to this service on a rate stabilized basis, only.~~
- ~~3. There is no minimum service period for CO-ACD Service.~~
- ~~4. A customer must subscribe to and maintain a minimum of five CO-ACD Service positions per CO-ACD system.~~
- ~~5. End User Common Line rates apply to each agent and supervisor position in the CO-ACD system.~~
- ~~6. The nonrecurring charge to change a feature is the same as the charge to install the feature.~~
- ~~7. Network Access Register needs, if any, will be determined on a customer by customer basis. Network Access Registers are provided at rates and charges as specified in 5.3.6.~~
- ~~8. Rates and charges for the Agent/Supervisor positions will be charged according to the number of station lines per location. Each different location will begin with the one to twenty position charges. The positions between twenty one to fifty will have different rates and charges. Positions for fifty one and over will be charged according to the distance of the position from the serving central office, in quarter mile increments.~~

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~C. Rates And Charges (Cont'd)~~

~~9. A Digital Facility Interface and terminating arrangements needs, if required, will be determined on a customer by customer basis. The Digital Facility Interface and terminating arrangements are provided at rates and charges as specified in the Washington Catalog.~~

~~10. If the customer chooses not to activate all of the system, agent or supervisor features at the time the CO-ACD service is installed, and then subsequently requests activation, a System Rearrangement and/or line charge(s) will apply.~~

~~11. The System Group Name Charge applies when after the system initially is installed, the customer requests the Company change the software in the switch or server to accommodate a customer requested Group Name Change.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~C. Rates And Charges (Cont'd)~~

~~12. Rate Stability Plan (RSP)~~

~~a. The Rate Stability Plan (RSP) is an arrangement that allows customers to select a monthly rate for a designated period of time. Customers selecting from the monthly RSP rate periods available, are guaranteed against Company initiated changes in the rates for that service during the designated period.~~

~~b. Movement, rearrangement or other subsequent action on any customer services shall be subject to applicable nonrecurring charges.~~

~~c. All new positions installed under the RSP are subject to applicable nonrecurring type charges as specified herein. Rate stability for all service and facilities provided under the RSP terminate simultaneously. The RSP is subject to the Termination Liability/Waiver Policy as specified in 2.2.14.A.~~

~~d. After the service date, if a RSP customer removes, in whole or in part, CO-ACD positions to a level that is less than 60% of the initial number of CO-ACD positions, a termination charge may apply. The termination charge will be calculated as set forth in 2.2.14.A.~~

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) CALL MANAGEMENT SYSTEMS (T)

~~9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~C. Rates And Charges (Cont'd)~~

~~13. Rates and charges are as follows:~~

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
a. Service Establishment, per CO-ACD System	SESPS	\$2,800.00		
b. Basic CO-ACD				
• Positions 1-20 Lines				
Type A/C Agent,	AKKAM			
Supervisor, each	CKWAM			
CKWCM	55.00	\$42.45		
• Group Reconfiguration/ Team Status Interface, per interface[1]	NGVXM	25.00	9.95	
c. Deluxe CO-ACD				
• Positions 1-20 Lines				
Type A/C Agent,	AKKBM			
Supervisor, each	CKWBM			
CKWDM	55.00	45.50		
• Management Information Interface, per interface[1]	NQVXM	25.00	15.85	(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (C)
~~In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Tariff, is required from the customer's premises to the serving central office.~~ (C)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)
9.4.5 ~~CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)
~~C.13. (Cont'd)~~

~~d. CO-ACD Rate Stability Plan (RSP)~~

	NONRECURRING		
	USOC	CHARGE	RSP
• Service Establishment, per CO-ACD System	SESPS	\$2,800.00	
• Basic CO-ACD			
• Group Reconfiguration/ Team Status Interface, Per interface[1]	NGVXR	25.00	\$7.95
			USOC
• Type A/C Agent, Supervisor			AKKAR CKWAR CKWCR

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Tariff, is required from the customer's premises to the serving central office. (C)
 (C)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) CALL MANAGEMENT SYSTEMS (T)
9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE (D)
~~C.13.d. (Cont'd)~~

		RATE STABILITY PLAN		
TYPE A/C AGENT, SUPERVISOR	NONRECURRING CHARGE	12 TO 35 MONTHS	36 TO 59 MONTHS	60+ MONTHS
— Positions				
1 — 20 Lines	\$55.00	\$38.60	\$33.95	\$29.75
21 — 50 Lines	55.00	36.65	32.25	28.30
— 51 + Lines				
Air Qtr Miles from CO				
1	55.00	30.50	25.90	22.20
2	55.00	30.90	26.25	22.50
3	55.00	31.30	26.60	22.80
4	55.00	31.90	27.10	23.25
5	55.00	32.35	27.45	23.55
6	55.00	32.80	27.85	23.95
7	55.00	33.60	28.50	24.50
8	55.00	34.05	28.90	24.85
9	55.00	34.75	29.45	25.35
10	55.00	36.05	30.55	26.35
11	55.00	36.60	31.05	26.80
12	55.00	38.50	32.60	28.20
13	55.00	40.05	33.90	29.35
14	55.00	40.60	34.35	29.80
15	55.00	41.45	35.05	30.40
16	55.00	43.15	36.45	31.70
17	55.00	43.85	37.05	32.20
18	55.00	44.40	37.50	32.60
19	55.00	44.90	37.90	33.00
20	55.00	47.00	39.65	34.55

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 ~~RESERVED FOR FUTURE USE[1] (Cont'd)~~ CALL MANAGEMENT SYSTEMS (T)
9.4.5 ~~CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)
~~C.13.d. (Cont'd)~~

	NONRECURRING		
	USOC	CHARGE	RSP
• Deluxe CO-ACD			
— Management Information			
— Interface, per interface[1]	NQVXR	\$25.00	\$12.65
			USOC
• Type A/C Agent, Supervisor			AKKBR
			CKWBR
			CKWDR

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Tariff, is required from the customer's premises to the serving central office. (C)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) CALL MANAGEMENT SYSTEMS (T)
9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE (D)
~~C.13.d. (Cont'd)~~

		RATE STABILITY PLAN		
TYPE A/C AGENT, SUPERVISOR	NONRECURRING CHARGE	12 TO 35 MONTHS	36 TO 59 MONTHS	60+ MONTHS
Positions				
1 - 20 Lines	\$55.00	\$41.35	\$36.35	\$31.80
21 - 50 Lines	55.00	38.95	34.30	29.95
51 + Lines				
Air Qtr Miles from CO				
1	55.00	32.45	28.15	24.45
2	55.00	32.85	28.45	24.75
3	55.00	33.25	28.80	25.05
4	55.00	33.80	29.30	25.50
5	55.00	34.30	29.65	25.85
6	55.00	34.75	30.05	26.20
7	55.00	35.50	30.70	26.75
8	55.00	36.00	31.10	27.10
9	55.00	36.65	31.65	27.60
10	55.00	38.00	32.75	28.60
11	55.00	38.55	33.25	29.05
12	55.00	40.45	34.80	30.45
13	55.00	42.00	36.10	31.60
14	55.00	42.55	36.55	32.05
15	55.00	43.40	37.25	32.65
16	55.00	45.10	38.70	33.95
17	55.00	45.80	39.25	34.45
18	55.00	46.35	39.75	34.90
19	55.00	46.85	40.15	35.25
20	55.00	48.90	41.85	36.80

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) CALL MANAGEMENT SYSTEMS (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~C.13. (Cont'd)~~

~~e. Optional Features~~

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
• Secondary Directory				
Numbers[1]				
Level I, each number	FSN1	\$20.00	\$3.95	\$3.15
Level II, each number	FSN2	20.00	4.35	3.55
Level III, each number	FSN3	20.00	4.75	3.95
Level IV, each number	FSN4	20.00	5.15	4.35
• Type A Agent Position				
Optional Features[1]				
Level I, each number	FFP1	20.00	0.80	0.40
Level II, each number	FFP2	20.00	1.60	0.80
Level III, each number	FFP3	20.00	2.40	1.20
• Additional Queue Slots;				
each	AQ4X	25.00	1.15	0.90
• Additional Call Delay				
Announcements, each	RKNX	25.00	8.00	6.40

(D)

[1] Material moved to Section 9.4.5 of the Exchange and Network Services (C)
Catalog. The nonrecurring charge applies only to new additions and moves, changes
and rearrangements, subsequent to initial installation. (C)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) CALL MANAGEMENT SYSTEMS (T)
9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE (D)
~~C.13.e. (Cont'd)~~

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP	
• Interface to Customer					
— Premises Call Delay					
— Announcements, each[1]	NAVX+	\$25.00	\$12.80	\$11.10	
• Music Interface, per					
— interface[1,2]	NMVX+	25.00	12.80	11.10	
• Queue Status Lamp					
— Interface[1]	NLVX+	25.00	0.70	0.60	
• Adjunct Module					
— Translations	C2TX+	25.00	0.75	0.60	<u>(D)</u>

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Tariff, is required from the customer's premises to the serving central office. (C)

[2] Only one interface is required per system for the provision of Music on Hold and/or Music on Delay in Queue. (D)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) CALL MANAGEMENT SYSTEMS (T)
9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE (D)
~~C.13. (Cont'd)~~

~~f. Enhanced Optional Features~~

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
• DataPartner Basic[1]				
Service Establishment, per CO-ACD system	UBB	\$10,000.00		
Per Link	UBPX+	310.00	\$160.00	\$148.00
Per User	UBPS+	8.00	12.00	11.00
• ReportPartner, per agent				
	URXEA	35.00	14.00	14.00
• MonitorPartner				
Remote Terminal Connection, each[2]	UMC	100.00	75.00	75.00
5-20 agents, each	UML1X	35.00	19.00	19.00
21-50 agents, each	UML2X	35.00	14.00	14.00
51-100 agents, each	UML3X	35.00	9.00	9.00
101-250 agents, each	UML4X	35.00	8.00	8.00
Over 250 agents, each	UML5X	35.00	7.00	7.00

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. In addition, a Voice Grade Channel is required from the customer's premises to the serving central office as specified in the Private Line Transport Services Tariff. (C)

[2] Includes display terminal software, report(s), and external display and load management functions. (D)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ (T)

~~9.4.5 CENTRAL OFFICE AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE~~ (D)

~~C.13. (Cont'd)~~

~~g. Change Charges~~

~~The following charges apply for moves, changes or rearrangements for either Basic or Deluxe systems:~~

	USOC	NONRECURRING CHARGE
--	-----------------	--------------------------------

- ~~Moves, changes or rearrangements to the Agent or Supervisor line (e.g., add feature to a line or change an Agent position to a Supervisory position, and line changes from Basic to Deluxe.) REAAW \$ 35.00~~
- ~~System rearrangement charge for system changes (e.g., Basic to Deluxe) REAAV 45.00~~
- ~~System Group Name Change REAAU 425.00~~

[1] Material moved to Section 9.4.5 of the Exchange and Network Services Catalog. (N)

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Cancels Original Sheet 116.1

9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~ _____ (T)

~~9.4.6~~ ~~NEXTCONNECTS~~ _____ (D)

~~A. Description~~

~~NEXTCONNECTS is an optional feature that allows a customer to control the handling of incoming calls when their line(s) is busy. If the called number is busy, NEXTCONNECTS allows calls to be placed in queue until the line(s) is available. Customers who subscribe to a messaging or voice mail service may choose to allow the calling party to leave a message. Announcements will remind callers that they may exit the queue at any time and leave a message. Callers who are not offered the option of leaving a message, or who choose to remain in queue, will be periodically advised that their call is still in queue. The announcement will advise the caller that their call will be connected from queue in the order it was received.~~

~~B. Terms and Conditions~~

~~1. NEXTCONNECTS is available to single line, multiline, some Centrex type services, and 800 numbers routed to local numbers. The service will work with some PBX listed numbers. The PBX customer should consult with their vendor.~~

~~2. Customers may choose between a generic greeting or a greeting that includes the subscriber name.~~

~~3. Because each queue slot can hold only one call, customers wishing to hold additional calls in queue must subscribe to an additional slot for each additional call to be held in queue.~~

~~4. Barring technical considerations, calls in queue will be connected to the subscriber in the order they were received.~~

~~5. Customers subscribing to NEXTCONNECTS will be required to have their lines equipped with Call Forwarding Busy Line service in order to transport their calls to the NEXTCONNECTS platform. If a customer already has Call Forwarding Busy Line Don't Answer on their telephone, an additional Busy Line Service is not needed.~~

(D)

[1] Material moved to Section 9.4.6 of the Exchange and Network Services Catalog. _____ (N)

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CALL MANAGEMENT SYSTEMS~~

(T)

~~9.4.6 NEXTCONNECTS (Cont'd)~~

(D)

~~C. Rates and Charges~~

- ~~1. This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.~~
- ~~2. The nonrecurring charge specified below will apply in lieu of the nonrecurring charge for Custom Calling Services when Call Forwarding Busy Line is ordered at the same time, for the same customer, on the same line. (See Custom Calling Services listed in 5.4.3.)~~
- ~~3. The monthly rate and nonrecurring charges apply for each two queue slots. No additional charge applies to offer callers the option of leaving a message on the subscriber's messaging or voice mail service.~~

~~Basic Service,~~

	MAXIMUM	MINIMUM	CURRENT
	NONRECURRING	NONRECURRING	NONRECURRING
USOC	CHARGE	CHARGE	CHARGE

~~Basic,~~

~~per two~~

~~queue slots~~

C7QPA	\$37.50	\$2.00	\$25.00
------------------	--------------------	-------------------	--------------------

	MAXIMUM	MINIMUM	CURRENT
	MONTHLY	MONTHLY	MONTHLY
	RATE	RATE	RATE

~~Basic, per two~~

~~queue slots~~

\$29.95	\$9.00	\$19.95
--------------------	-------------------	--------------------

~~Discounted[1]~~

~~14.95~~

(D)

[1] Material moved to Section 9.4.6 of the Exchange and Network Services Catalog. ~~Discounted rate applies when this feature is added as part of Business CUSTOMCHOICE.~~

(C)

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9. CENTRAL OFFICE SERVICES

9.8 RESERVED FOR FUTURE USE~~[1] CENTRAL OFFICE ALARM SERVICES~~ _____ (T)

~~9.8.2~~ SCAN ALERT SERVICE _____ (D)

~~A. Description~~

~~The Alarm Signal Transport Services (ASTS), also referred to as Scan Alert, provides a service that allows for the monitoring of a change in the status of an alarm or other type of warning sensors provided by a participating alarm company and located on the premises of an exchange access line customer. The exchange access line customers to which alarm companies sell the ASTS are referred to as patrons of the alarm companies.~~

~~The Company will provide a scanning device in the central office which checks for the presence of tone on the exchange access line. When an absence of tone is detected, the scanning device will interrogate reporting equipment on the premises of the alarm company patron for the status of the patron's alarm sensors. The reporting equipment will generate an identification number and status report which will be routed to the alarm company.~~

~~B. Terms And Conditions~~

~~1. The availability of this service is conditional upon the provision of an alarm or other type of warning sensor from an alarm company.~~

~~2. The alarm company will provide a minimum of two 4-wire data voice grade channels between the alarm company's premises and the Company's premises. These will be provided at standard tariff rates.~~

~~3. The alarm company will provide terminal equipment on each 4-wire data voice grade channel. The terminal equipment located at the premises of the alarm company and their patron is required to be compatible with the Company's equipment, and the alarm company's terminal unit.~~

_____ (D)

[1] Material moved to Section 9.8. of the Exchange and Network Services Catalog. _____ (N)

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9. CENTRAL OFFICE SERVICES

9.8 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CENTRAL OFFICE ALARM SERVICES~~

(T)

~~9.8.2 SCAN-ALERT SERVICE~~

(D)

~~B. Terms And Conditions (Cont'd)~~

- ~~4. The alarm company will initiate the request to connect their patron to the Company's business office.~~
- ~~5. The alarm company will arrange to have their patron's terminal equipment installed and connected to the existing telephone line. The alarm company is responsible for insuring that the coordination of the monitoring of the premise equipment is made with their patron. The premises terminal equipment must be registered equipment and the jack will be installed by the alarm company or their patron.~~
- ~~6. The Company only guarantees the transmission level of the telephone line used with ASTS for a voice grade transmission. Use of the patron's exchange access line for data transmission may interfere with the use of the line for ASTS.~~
- ~~7. The monthly rate per line will be billed for a minimum of one month and will be billed monthly in advance.~~
- ~~8. All emergency reporting procedures will be as follows:
 - ~~a. The alarm company will, upon receipt of an alarm report, contact their patron, or their agent, to advise them of a potential security problem. In the event of an open circuit, the Company repair center will be the second point of contact. The alarm company will, under no circumstances, have the Company make the first dispatch of an alarm report at the premise of the patron. Company dispatch for repair will not be made until verification that the condition is not due to a security problem (burglary, fire). The alarm company and their patron must provide safe access for Company repair service.~~
 - ~~b. The alarm company will notify their patrons that all telephone equipment problems will be first reported by the patron to the alarm company. Upon verification by the alarm company that the terminal equipment is not at fault, the patron or alarm company will report the problem to the Company repair center. If it is subsequently discovered that the terminal equipment is at fault, the patron will be billed at the appropriate tariff rate.~~~~

(D)

[1] Material moved to Section 9.8. of the Exchange and Network Services Catalog.

(N)

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~~Original~~ 1st Revised Sheet 119
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9. CENTRAL OFFICE SERVICES

9.8 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CENTRAL OFFICE ALARM SERVICES~~

(T)

~~9.8.2 SCAN-ALERT SERVICE~~

(D)

~~B. Terms And Conditions (Cont'd)~~

- ~~9. ASTS will be provided only where facilities and operating conditions permit. Where facilities need to be modified to permit service, additional charges will apply as found in C., following.~~
- ~~10. The alarm company has the ability to interrogate the Company data base to determine the status of their patron's identification codes.~~
- ~~11. The alarm company does not have exclusive use of their patron's exchange access line.~~
- ~~12. An exchange access line customer changing from one alarm company to another will be treated as a new customer with full nonrecurring charges applicable.~~
- ~~13. In the event an alarm company ceases to offer alarm type customer services, another alarm company may arrange to assume the exchange access line and the Company will effect the change at estimated cost.~~
- ~~14. An exchange access line must be rated at less than five ringer equivalence.~~
- ~~15. ASTS will be utilized for the transmission of alarm signal statuses from the alarm or warning terminal unit only, unless authorized and coordinated with the Company.~~
- ~~16. The alarm line option will allow the Company to offer service to large Centrex/Private Branch Exchange customers with remote locations. This option will also apply to exchange access line customers who have other ASTS restrictions.~~

(D)

[1] Material moved to Section 9.8. of the Exchange and Network Services Catalog.

(N)

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Cancels Original 1st Revised Sheet 120

9. CENTRAL OFFICE SERVICES

9.8 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CENTRAL OFFICE ALARM SERVICES~~ (T)
9.8.2 ~~SCAN ALERT SERVICE (Cont'd)~~ (D)

~~C. Rates And Charges~~

~~NONRECURRING MONTHLY
CHARGE RATE~~

~~1. Standard~~

• Alarm company system charge	\$100.00	\$ 1.00	
• Service, per line equipped[1]	60.00	10.43 (I)	
• Alarm line charge, per line[1,2]	108.00	13.00	
• Changing customer telephone number and changing type of service[1]	4.00		(D)

[1] Material moved to Section 9.8. of the Exchange and Network Services Catalog. Charge applies to either exchange access line customer or alarm company. (C)

[2] ~~Recurring charges only will apply in addition to the charges for service, per line equipped.~~ (D)

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9. CENTRAL OFFICE SERVICES

9.8 RESERVED FOR FUTURE USE[1] (Cont'd) ~~CENTRAL OFFICE ALARM SERVICES~~ (T)

9.8.2 ~~SCAN-ALERT SERVICE~~ (D)

~~C. Rates And Charges (Cont'd)~~

~~2. Volume~~

~~Applicable to participating alarm companies with 250 or more patrons. Volume pricing is available on contract only, with two options as follows:~~

~~a. Option A includes the full nonrecurring charge within the monthly rate.~~

NO. OF PATRONS	MONTHLY RATE				
	1 YEAR	3 YEARS	5 YEARS	7 YEARS	10 YEARS
250 to 499	\$12.25	\$12.10	\$11.85	\$11.60	\$11.35
500 to 999	11.10	10.85	10.60	10.35	10.10
1000 to 1499	9.85	9.60	9.35	9.10	8.85
1500 and Over	8.60	8.35	8.10	7.85	7.60

~~b. Option B includes a reduced rate on rate per month. Nonrecurring charge to be paid in full with initial billing.~~

NONRECURRING CHARGE
\$55.00

NO. OF PATRONS	MONTHLY RATE				
	1 YEAR	3 YEARS	5 YEARS	7 YEARS	10 YEARS
250 to 499	\$7.45	\$7.40	\$7.35	\$7.30	\$7.25
500 to 999	7.25	7.20	7.15	7.10	7.05
1000 to 1499	7.00	6.95	6.90	6.85	6.80
1500 and Over	6.75	6.70	6.65	6.60	6.55

NONRECURRING CHARGE	MONTHLY RATE
\$108.00	\$13.00

~~c. Alarm line charge and rate, per line[1]~~ (D)

[1] Material moved to Section 9.8. of the Exchange and Network Services Catalog. These charges will apply in addition to the charges in a. and b. (C)