

AUTOMATIC CALL DISTRIBUTORS**A. General**

1. Automatic Call Distributing Systems provided by Electronic Switching Systems (ACD-ESS) is a range of ACD services. Service provision utilizes No. 1 Electronics Switching System central office equipment. ACD-ESS service automatically distributes calls from groups of incoming facilities to one or several groups of answering positions. If all positions are busy, incoming calls are held in queue, in their order of arrival, until positions become available.
2. The following terms as used in this section are defined below:

Network Access Registers

Provide access between the local exchange network and ACD-ESS. It performs a service comparable to a Private Branch Exchange (PBX) trunk.^{/1/}

Primary Location

Refers to the customer's principal premises used for answering calls. There is only one primary location per ACD-ESS system.

Secondary Location

Refers to any premises, other than the customer's primary location, served by one or more answering positions of an ACD-ESS system.

B. Regulations

1. The following regulations are in addition to other regulations as stated in this guidebook.
2. Provision of this service, or a portion thereof, is available only where facilities and operational conditions permit.
3. The rates and charges for the ACD-ESS system are in addition to the established monthly and nonrecurring charges applicable to other services terminated in the ACD-ESS system.
4. Facilities
 - a. Facilities are contracted for out of this and other guidebooks to support not only all simultaneous calls being answered, but also those calls being held in queue. The customer must contract for a sufficient number of facilities, including Network Access Registers, to prevent impairment of general telephone service as discussed in 'Regulations Applying to All Customers' Contracts' in Part 2, Section 2.
 - b. Facilities connecting more than one ACD-ESS or an ACD-ESS with a Centrex system served by a No. 1 Electronic Switching System are considered tie lines regardless of the extent of collocation of systems within a No. 1 Electronic Switching System.

/1/ Directory Assistance Service general regulations, allowances, exemptions and rates found in Part 11, Section 2 as they apply to Private Branch Exchange service trunks are applicable.

AUTOMATIC CALL DISTRIBUTORS (cont'd)**B. Regulations (cont'd)**

4. Facilities (cont'd)

- c. PBX and Centrex stations may be terminated on the ACD-ESS central office queuing equipment. This is considered a trunk-to-station tie line. Applicable charges for universal tie line terminals or charges for comparable service should be applied. Centrex stations terminated in ACD-ESS are considered "trunk-to-stations" tie lines regardless of the extent of collocation of systems within a No. 1 Electronic Switching System.
- d. Charges for facilities connection agent or supervisory premises consoles to ACD-ESS central office queuing equipment are included in facility charges. If the total number of consoles arranged to receive incoming calls exceeds the total number of Foreign Exchange, Foreign Central Office, WATS, tie lines, CCSA and Network Access Registers, channel charges found in Part 15, Section 2 apply from the ACD-ESS central office to the customer's premises for the channel associated with each such excess console.
- e. Appropriate Private Line Service Channel charges will apply for channels required to provide supplemental ACD functions, supervisory signaling and Management Information System.
- f. The ACD-ESS offering contemplates a system to be located within a single premises. When portions of a system are located at one or more secondary premises requiring connection facilities between the premises, private line mileage charges and/or construction charges may be applicable for provision of the facilities.
- g. When ACD-ESS secondary locations are to be served directly from the ACD-ESS serving central office but the premises is physically located in another central office serving area, additional Private Line Service mileage charges should be applied as described in B.4.h.
- h. The ACD-ESS offering contemplates the customer's location being located within the same central office area as the central office equipment providing the ACD-ESS service. However, at the discretion of the Company and subject to operating limits and facility availability, ACD-ESS service may be extended to a customer's location in a different central office area than that served by the central office equipped to provide ACD-ESS service. When ACD-ESS service is extended in this manner, additional charges are applicable. In addition to those charges discussed in B.4.d, Private Line channel charges for the distance from the ACD-ESS serving central office to the normal serving central office of the customer's location will be applied for each console.
- i. If ACD-ESS consoles are extended off premises, extension line mileage charges are applicable for each channel extension. If special construction and/or equipment assembly are required to provide the service, supplemental charges based on cost will be applicable via Special Service Arrangement Requests.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

B. Regulations (cont'd)

4. Facilities (cont'd)

j. The operation range of ACD-ESS agent and supervisor consoles will allow provision of service to most customer locations. It may be found in some cases; however, that the combination of distance from the ACD-ESS central office and the mix of normal distribution and trunking facilities available between the locations will limit the capabilities of the consoles. The Company is under no obligation to provide ACD-ESS service to such locations. Special Service Arrangements and/or special distribution or trunking facilities may be required to restore some or all of the capabilities specified for the consoles. If the customer agrees to pay the supplemental charges based on costs of such special service arrangements and/or facilities and to accept the service with any limitations which may remain, the Company may agree to provide the ACD-ESS service.

5. Temporary suspension of service at the request of the customer, either partial or complete, is not applicable to equipment provided under this offering.

6. Responsibilities of the Customer

- a. Chairs, desks or tables required for mounting equipment and operating the service are furnished and maintained by the customer.
- b. Operation of console and display unit equipment will be performed at the expense of the customer.
- c. Suitable power outlets and the necessary commercial power to operate the system will be provided by the customer. The customer assumes all responsibility for safe conditions of wiring outlets and power.

7. Service Features

a. Type A Service

Standard Features

- Uniform Call Distribution with Queuing
- Dial Intercommunication between ACD Stations
- Call Transfer, Consultation Hold and Add-On Conference
- One listing for the system

(C)

Optional Features

- Make Busy Arrangements
- Calls Waiting Indication
- Delay Announcements
- Agent Information Announcement Access
- Direct Outward Dialing

AUTOMATIC CALL DISTRIBUTORS (cont'd)

B. Regulations (cont'd)

7. Service Features (cont'd)

b. Type B Service

Standard Features

Call Distribution

Dial Intercommunication between ACD Terminals

Call Transfer, Consultation Hold and Add-On Conference

One listing for the system

Uniform Distribution of incoming calls to answering positions on a per split basis (Maximum of 30 splits per system) (C)

Queuing of incoming calls to a split

Priority Queuing of specific calls to a split, when required by the customer

Zip tone to indicate incoming ACD calls

Key activated console features for emergency alert, trouble reporting and direct calling

Special agent/supervisor consoles (maximum of 1000 per system)

Optional Features

Night Service

Call Origin Announcement

Delay Announcement

Flexible First Delay Announcement

Agent Emergency Alert Arrangement

Calls Waiting Indication

System Display and Control Equipment

Dynamic Traffic Display

Agent Status Display Console

Key Control and Alarm Console

Teletypewriter Management Information System

Service Supervising

Optional Reserve Power

Agent Information Announcement Access

Alternate Traffic Routing

Direct Outward Dialing

TOUCH-TONE calling service on Intercommunication Service

AUTOMATIC CALL DISTRIBUTORS (cont'd)

B. Regulations (cont'd)

7. Service Features (cont'd)

c. Type C Service

Standard Features

Uniform Call Distribution with Queuing

Dial Intercommunication between ACD Stations

Direct Outward Dialing, when required by the customer

Call Transfer, Consultation Hold and Add-On Conference

Call Pickup

One listing for the system

Uniform Distribution of incoming calls to answering positions on a per split basis (Maximum of 30 splits per system) (C)

Queuing of incoming calls to a split

Priority Queuing of specific calls to a split, when required by the customer

Zip tone to indicate incoming ACD calls

Key activated console features for emergency alert, trouble reporting and direct calling

TOUCH-TONE calling service on Intercommunication Service

Special agent/supervisor consoles (Maximum of 1,000 per system)

Agent Log-In^{/1/}

Optional Features

ACD-ESS Management Information System (AEMIS)

Incoming Call Identification

Night Service

Delay Announcements

Flexible First Delay Announcement

Agent Emergency Alert Arrangement

Calls Waiting Indication

System Display and Control Equipment

Agent Status Display Console

Key Control and Alarm Console

Service Supervising

Reserve Power

Agent Information Announcement Access

Alternate Traffic Routing

8. Additional listings (including those needed for 2 through 30 splits) will be obtained under rates for business extra listings, as covered in Part 12, Section 1. (C)

/1/ ACD-ESS Management Information System (AEMIS) is a prerequisite to Agent Log-In.

AUTOMATIC CALL DISTRIBUTORS (cont'd)**B. Regulations (cont'd)**

9. Plan I and Plan II Service

Where items of equipment offered under this guidebook for ACD-ESS are available under Plan I and Plan II, the following additional regulations apply:

- a. As a condition to providing service under Plan I and Plan II, a written service application will be required from the customer for the equipment provided.
- b. The monthly rates under this Plan I will consist of the sum of the fixed and variable rates and will apply from the date the equipment is placed in service. The fixed rate will apply only for the selected payment period and will not be subject to changes during that period. The variable rate will apply for the time the equipment to which it applies is in service. Variable rates are subject to change.
- c. In the event that a part or all of the equipment provided under Plan I is disconnected prior to the expiration of the fixed rate term, the customer will be billed the sum of the present worth amount of the fixed monthly rates for the unexpired portion of the fixed rate term.
- d. Monthly charges for Plan II apply from the date the equipment is placed in service and are subject to change.
- e. Subject to prior written consent of the Company, service provided under Plan I may be transferred to others upon payment of a transfer charge of \$250, provided that the assignment does not require the Company to remove any of the equipment provided under Plan I from the premises where located. In addition, the assignee shall establish financial responsibility to the Company's satisfaction.
- f. Additional equipment provided under Plan I and Plan II may be added, subsequent to the initial installation of the service upon payment of applicable installation charges and subject to conditions and rates then in effect in the Company's guidebook. The customer may select any Plan I or Plan II payment option for the equipment added. If Plan I payment option is selected, the customer will be given a choice of a separate or coterminous fixed rate term. A coterminous fixed rate term will expire within the same billing period as that of the fixed rate term of the initial service application. For the equipment added under a coterminous agreement, fixed rates will be adjusted on a present worth basis.
- g. Single customer orders may include equipment under both Plan I and/or Plan II contracts except that all equipment provided under Plan I on a single customer order and offered under this section of the guidebook must be provided under the terms of the same Plan I fixed rate contract.
- h. Plan I customers may elect to prepay all of the unexpired portion of the fixed rates during the fixed rate term. The amount billed to the customer will be the present worth amount of the sum of the remaining monthly payments.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

B. Regulations (cont'd)

9. Plan I and Plan II Service (cont'd)

- i. Plan II customers may elect to change to any Plan I payment period. In this event, initial Plan I installation charges will not apply, the fixed rate term will commence as of the date the customer elects to make the change and the fixed monthly rates will be those which apply to new installations.
- j. Where present worth amount or basis is referred to in regulations stated for this offering, the percentage to be used will be nine percent per annum.
- k. Nonrecurring Charges

The ACD-ESS nonrecurring and installation charges are in addition to service charges provided for in Part 3, Section 1. For those items designated as being available under Plan I, installation charges may, at the customer's option, be paid as additional monthly charges over selected fixed payment period to coterminate with the Plan I payment period selected for the item of service. If the customer elects to pay installation charges as an additive to the fixed monthly rate, the following annuity factors must be applied to convert the installation charges to the amount to be billed.

<u>24 Months</u>	<u>48 Months</u>	<u>72 Months</u>	<u>96 Months</u>
.0474	.0257	.0186	.0151

The service establishment charge may not be deferred over the fixed payment period in this manner but is due and payable at the time service begins.

l. Moves and Changes

Changing the Type A or Type B system parameters or announcement messages programmed in the central office and/or on premises moves or rearrangements of agent or supervisor consoles and other ACD-ESS premises components will be provided based on costs, including engineering, labor and material, except as otherwise noted.

- m. Type B service is restricted to existing locations except that customers can outside move the service within the serving office area on an out-of-service basis.
- n. Where reference is made in paragraphs D.5.a.1 and D.5.b to this regulation, the fixed monthly rates and installation charges will remain in effect for existing installations and for service ordered before and installed not more than six months after November 11, 1980.

AUTOMATIC CALL DISTRIBUTORS (cont'd)**B. Regulations (cont'd)**

10. Service Observing Equipment

- a. Service observing equipment is furnished to afford a means by which the subscriber is enabled to measure the quality of business service rendered on the telephone by his employees, and for no other purpose. The subscriber shall not use the service observing equipment or permit the same to be used, in any manner contrary to law or to the regulations of the Company.
- b. The subscriber shall notify all his employees who may use telephones subject to service observing that their calls can be monitored.
- c. Service observing equipment may be provided for use on central office lines (business or trunk lines), private branch exchange stations or attendants' sets (switchboard, key system or order turret). Where the subscriber provides services for the use of the public, such as hotels, hospitals, etc., such service observing equipment as may be provided will be provided in such a manner that observations can only be made on such services as are furnished for administrative use.
- d. The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this guidebook. With respect to any other claim or suit, no liability shall rest on or be assumed by the Company in connection with the use or operation of the service observing equipment and the subscriber shall indemnify and save the Company harmless from and against any and all claims, demands or liability on account of any or all injury, loss or damage to any person arising out of or in any manner connected with the use of said equipment, or in the furnishing of said service and particularly against all claims, demands or suits which may arise or be claimed to have arisen out of any violation of any law respecting telephone or telegraph communications.
- e. The necessary power wiring, power outlets and commercial power for the operation of the service observing equipment are furnished by the customer, who assumes all responsibilities for the safe condition of such outlets and wiring.
- f. In addition to the items of equipment listed in this offering any of the items listed elsewhere in the Guidebook; such as, key equipment, auxiliary visual signals, etc., where appropriate, will be provided as a part of the service observing equipment furnished hereunder. If special equipment not listed in the Guidebook is required, it will be provided at rates based on the costs involved.
- g. The Company shall have the right to discontinue the service and remove its equipment if any of the conditions in the preceding paragraphs are not fulfilled.
- h. As a condition to furnishing service the customer must agree in writing to use the service observing equipment solely for the purposes stated above.

AUTOMATIC CALL DISTRIBUTORS (cont'd)**C. Feature Descriptions**ACD-ESS Management Information Systems (AEMIS)

Provides a communications evaluation system of sophisticated management information with regard to the customer's communications service. It collects data sent from the No. 1 ESS central office over its own data links on every change of state of trunks, splits, agents and calls. The equipment then generates reports for administrators to provide for increased efficiency in managing their ACD-ESS system. This adjunct AEMIS equipment does no call processing.

ACD-ESS Terminal

Provides for a central office termination and equipment necessary for completing incoming ACD calls to an agent or supervisor console and for originating and receiving certain intercommunicating calls. Direct Inward Dialing to a terminal is not available.

Add-On Conference and Consultation Hold

Allows an agent to establish a three-party conversation. The agent also has the option of keeping one of the two parties on hold while having a private conversation with the other.

Agent Assist and Agent Call Terminals

Are additional lines that may be terminated in the supervisor console or other station equipment which are capable of intercommunication, add-on, consultation hold, transfer and exchange access. Both can be equipped for the service supervising function. Direct Inward Dialing to a terminal is not available.

Agent Assist: Agent initiated calls for assistance terminate here.

Agent Call Terminals: A supervisor initiates calls to an agent on this line. If an agent is busy, the ACD-ESS will automatically route the agent's call back to this line.

Agent Emergency Alert

Allows the operation of the Agent Alert Key to activate a lamp on the Agent Status Display console and to cause central office equipment to print out the agent position and connected line or trunk number.

Agent Information Announcement Access

Provides dial access to a premises located announcement source.

Agent Log-In

Agent Log-In is an optional feature for AEMIS whereby an agent, by means of unique identification code, registers his/her identity at a particular ACD console before receiving or transmitting calls. This action of "logging in" allows AEMIS to associate ACD performance data, which is organized by console, with an individual agent, uniquely identified by his ID; thereby allowing management complete freedom in assigning the physical location of agents. Summaries are provided either as scheduled or demand reports. Exception reports are provided for log-in errors.

Agent Status Display Consoles

Contains lamps capable of showing present work status of up to 20 consoles.

AUTOMATIC CALL DISTRIBUTORS (cont'd)**C. Feature Descriptions (cont'd)**Alternate Traffic Routing

Gives the ACD-ESS the capacity of automatically rerouting calls from the normal answering split to either another split of the same ACD-ESS (intraflow) or another ACD or Private Branch Exchange (PBX) System (interflow).

Call Origin Announcements

Automatically identifies the geographic area served by the trunk group on which the call is received. The agent hears this information immediately after the zip tone.

Call Transfer

Allows incoming calls to an agent position to be transferred to another position.

Calls Waiting Indication

Is a visual indication of the length of time calls are being held before answered. Up to three indications are available per split.

Cathode Ray Tube (CRT)

Provided for system reconfiguration and control functions, and to format, schedule and route AEMIS reports.

Delay Announcements

Can be provided to calls held in queue for a customer's specified period of time. The same or unique announcement may be used for a second, third or fourth announcement interruption. There can be a maximum of four unique announcements per split, or four interruptions for the same announcement.

Dynamic Traffic Display

Offers a display of five traffic conditions for a split and Calls Waiting Indication if equipped. Traffic information is updated every 100 seconds.

Flexible First Delay Announcement

Gives the customer the option of using one of two available first announcements dependent upon time in queue of the longest delayed call.

Incoming Call Identification

Will provide incoming ACD call identification information to the agent on all calls appearing at the console (including transfers) in the manner described in the following options:

Audible Call Origin: Is one unique audible announcement providing for local and/or Inward-WATS calls, or both, and other unique announcements can be provided per incoming FX or tie trunk group. These announcements are barge-in and are a maximum of 1.3 seconds in length.

Visual Identification:

Fixed Lamp Display - Provides incoming ACD call identification via illumination of customer labeled lamps. The label strip will allow a three character code to be designated by the customer.

Alphanumeric Display - Provides visual alphanumeric identification of the source and original split destination of calls terminating at the agents position. Split identification will also be provided on agent calls to another split.

AUTOMATIC CALL DISTRIBUTORS (cont'd)**C. Feature Descriptions (cont'd)**Key Control & Alarm Console

Has 40 keys, 10 of which may be equipped to visually indicate equipment alarm conditions. Thirty keys may be used to activate/deactivate control functions.

Make Busy Arrangements

Are activated and deactivated on the customer's premises by removal of the headset from its jack, or, if provided, separately mounted keys or keys in Key Telephones. This arrangement makes terminals or stations appear busy to incoming calls.

Night Transfer

Provides the capability to forward calls from a split to another customer specified answering point.

Optional Emergency Power

Will provide for the illumination and control functions in the event of commercial power failure at the customer's premises.

Queuing

Is the arrangement whereby incoming calls are held, awaiting the availability of an answering position and are unloaded from the queue on a first-in, first-out basis. A queue slot is required for each call to be held in queue.

Service Supervising

Provides for the use of special access codes for customer designated Agent Assist and/or Call Agent Terminals which will allow supervisors to enter an agent conversation without notice.

Split

Is a customer designated grouping of answering positions that perform a particular function. Each split has its own trunk groups.

System Display and Control Unit

Provides a display of agent assignment of splits or groups and also displays the incoming call peg count register readings. It also permits reconfiguration of agents to splits or report groups, either individually or by affecting the predetermined pattern. There may be no more than 31 report groups per system.

Teletypewriter Management Information System

Provides administrative data printed on a teletypewriter located on the customer's premises. Printing schedules can be defined in half hour increments and printed on days of the week designated by the customer. Additionally, data on agent reported emergency alert and trouble conditions and unused trunk reports are printed on this teletypewriter.

Uniform Call Distribution

Provides an even distribution of incoming calls to available answering positions.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates

1. Rate Applications - Type A and Type B Central Office Services and Equipment

	<u>Service Types</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
a. Type A ACD-ESS Common Equipment	A	\$28.95	\$1,361.90	A8A
b. Station line without instrument Includes central office termination, 1/2 queue slot, a termination on other station equipment, intercommunication within the same ACD-ESS system, inward and outward access to the telecommunication network, each ^{/1,2,3,8/}	A	15.25	27.55	PQA, A69
c. Make Busy Arrangements ^{/4/} Per station	A	2.15	53.00	A6G
Per group of stations	A	2.15	53.00	A9A
d. Call Waiting Indication, central office equipment: Per unique timing state to be indicated in a split, each ^{/5/}	A,B	4.70	164.30	A66CE
Premises common equipment, one required for 72 consoles or fraction thereof, each	B	^{/7/}	^{/7/}	A8JCE
e. Delay Announcements: Per announcement	A,B	61.05	137.80	A8GCE
Per announcement access trunk, each ^{/6/}	A,B	12.10	143.10	A8GAT
Per station, each	A	0.95	0.00	A8GST
Per ACD-ESS terminal, each	B	2.15	0.00	A8GTT

/1/ If a higher ratio of queue slots to stations is requested by the customer, and if the central office has the capability to provide it, the additional queue slots may be provided at rates equal to the per queue slot charge, paragraph D.1.j.

/2/ If multi-button telephones are provided, also apply rates and charges for key telephone systems. Headset jacks and headsets may also be provided at standard rates.

/3/ Also apply service charges for installations, moves and changes as specified in Part 3, Section 1.

/4/ Also apply rates for the appropriate keys and the control channel between the customer's premises and the ACD-ESS central office for each key required.

/5/ Also apply rates for a 0-30 baud control channel as found in Part 15, Section 2 for each different indication arrangement and charges for premises located station auxiliary signal and relay equipment.

/6/ Number of trunks is specifiable by customer.

/7/ Rates and charges are found in paragraph D.2.

/8/ The station set rate is applicable to each instrument provided for use as an ACD-ESS station.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

1. Rate Applications - Type A and Type B Central Office Services and Equipment (cont'd)

	<u>Service Types</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
f. Network Access Register, each ^{/1,2,3/}	A, B	PBX Trunk Rate ^{/6/}	\$0.00	TRTAC TRTAD TRTAE
g. Foreign Exchange and Foreign Central Office Service Termination on ACD-ESS queuing equipment, each	A, B	\$62.30 _{/5/}	169.60 _{/5/}	A8EFX
h. Tie Line ^{/4/} or Private Switched Service (CCSA) Access Line Termination on ACD-ESS queuing equipment, each	A, B	61.70 _{/5/}	169.60 _{/5/}	A8ETL
i. Tie Line Termination ^{/4/} or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment, each	A, B	71.20 _{/5/}	169.60 _{/5/}	A3L
j. Type B ACD-ESS Common Equipment, per system ^{/9/}				
Central office components	B	1,525.80	12,718.15	A3D
Per 120 consoles or fraction thereof ^{/7/}	B	210.85	492.85	A3Z
Per split arranged for queuing, First on requested order	B	9.55	609.40	A3S
Each additional on the same order	B	9.55	471.65	A3S
Queue slot, each ^{/8/}	A, B	2.05	13.80	A83RA
k. ACD-ESS Terminal, each ^{/10,11,12,13/}	B	33.05	31.80	A3E

See Sheet 14 for footnotes

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

1. Rate Applications - Type A and Type B Central Office Services and Equipment (cont'd)

Footnotes:

- /1/ Apply rates and charges for TOUCH-TONE calling service applicable to Private Branch Exchange trunks as found in Part 4, Section 2 on each Network Access Register equipped for exchange TOUCH-TONE calling.
- /2/ If the facilities are used for outgoing calls, long distance call identification will be provided by primary listed number only. (C)
- /3/ Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.
- /4/ Also includes "trunk-to-station" tie line terminations.
- /5/ These rates are in addition to charges for the actual facilities which are covered in this Guidebook.
- /6/ Refer to Part 4, Section 2 for applicable rates.
- /7/ A basic termination charge of \$5,085.00 applies, reduced by 1/60 for each month this service is retained in service.
- /8/ The number of queue slots is specifiable by the customer where the central office is so equipped.
- /9/ Refer to paragraph B.9.m for general provisions concerning this equipment.
- /10/ Refer to Part 3, Section 1 for the appropriate service charges when installed subsequent to the initial installation of the system.
- /11/ In addition, apply rates found in Part 15, Section 2 for a channel between the ACD-ESS central office and the customer's premises for each six terminals or fraction thereof.
- /12/ When used as supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.
- /13/ One voice grade channel is provided according to the regulations found in paragraph B.4.d, preceding.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

1. Rate Applications - Type A and Type B Central Office Services and Equipment (cont'd)

	<u>Service Types</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
l. Night Transfer, per split equipped ^{/1,2/}	B	\$2.45	\$53.00	A3T
m. Call Origin Announcements: Per announcement	B	61.05	121.90	A8FTG
Additional equipment required for Foreign Exchange or Foreign Central Office lines to reach Call Origin Announcements, each line	B	3.35	94.40	A8FTE
Per ACD-ESS Terminal	B	1.55	0.00	A8FTR
n. Flexible First Delay Announcement: Announcement, each	B	61.05	159.00	A3OCE
Trunk to access the flexible delay announcement, each	B	12.10	143.10	A3OAT
o. System Display and Control Equipment: Display and Control Unit, central office components, each	B	26.05	317.95	A4C
Agent to split patterns, each	B	7.00	317.95	A9GAS
Agent to reporting group patterns, each	B	7.00	286.15	A9GAR

/1/ Also apply rates for a 0-30 baud control channel per night transfer key as found in Part 15, Section 2.

/2/ Activation requires a premises located key which may be included in the Key Control and Alarm Console or be a separately mounted key, provided at standard rates.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

1. Rate Applications - Type A and Type B Central Office Services and Equipment (cont'd)

	<u>Service Types</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
p. Dynamic Traffic Display				
Common equipment for up to 20 display units, for a maximum of 12 splits, with a split displayed no more than 5 times, each ^{/1/}	B	\$24.15	\$1,483.80	A8LCE
Per split	B	11.45	0.00	A8LSP
Common equipment, one required per 30 Dynamic Display Units, each	B	71.20	0.00	A8LMF
Keys equipped for activation/deactivation of control functions at the central office, each key ^{/2/}	B	2.15	116.60	A4K
q. Teletypewriter Management Information Systems (MIS)				
1. Common equipment for teletypewriter, one required for ACD-ESS system, each ^{/3/}	B	196.00	794.90	A8T
2. Split Counts:				
Common equipment, one required for each 5 splits or fraction thereof:				
Half hourly and daily counts, each	B	157.70	68.90	A8SHH
Hourly and daily counts, each	B	78.85	68.90	A8SHC
Counts per split, up to 19 counts, each	B	17.15	423.95	A8SSC
3. Report Group Counts:				
Report Groups, each	B	5.70	376.25	A8VCE
Report Group Counts, Common equipment, one required for each 5 report groups or fraction thereof:				
Half hourly and daily counts, each	B	99.20	68.90	A8VHH
Hourly and daily counts, each	B	49.60	68.90	A8VHC
Counts per report groups, up to 9 counts, half hourly, hourly or daily, each	B	8.25	423.95	A8VRC

/1/ In addition, apply Private Line Service charges for one channel for each common equipment.

/2/ In addition, apply Private Line Service rates for a 0-30 baud control channel required for each function controlled by key.

/3/ In addition, apply charges for the following service or a comparable service: (a) a model 35 receive only teletypewriter, (b) one data set for 110 baud service or greater and (c) one 150 baud teletypewriter channel.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

1. Rate Applications - Type A and Type B Central Office Services and Equipment (cont'd)

	<u>Service Types</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
q. Teletypewriter Management Information Systems (MIS) (cont'd)				
4. Trunk Group Counts:				
Common equipment, one required for each 5 trunk groups or fraction thereof:				
Half hourly and daily counts, each	B	\$33.00	\$68.90	A8WHH
Hourly and daily counts, each	B	16.55	68.90	A8WHC
Counts per trunk group, up to 6 counts	B	5.50	317.95	A8WTC
Non-usage trunk reports, common equipment	B	6.35	243.75	A8XCE
Per trunk	B	0.25	0.00	A8XTE
r. Equipment for Service Supervising of Agent Console Position Circuits: ^{/1/} Agency Assist and/or Agent Call Terminal equipped for Service Supervising, each	B	8.25	0.00	A8HAT
s. Optional Emergency Reserve Power	B	/2/	/2/	
t. Agent Information Announcement Access, each ^{/3/}	A, B	/2/	/2/	
u. Alternate Traffic Routing:				
Common equipment in central office, one required per system	B	1.20	0.00	A4RCE
Per split	B	10.50	143.10	A4RSE

/1/ Service Supervising arrangements are subject to service observing equipment regulations.

/2/ Rates will be provided via a special service arrangement request.

/3/ In addition, apply charges from Part 15, Section 2 for channels between the ACD-ESS central office and the location of the announcement source. If the announcement equipment is customer-provided, apply charges for appropriate connecting arrangement as found in Part 2, Section 9.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

1. Rate Applications - Type A and Type B Central Office Services and Equipment (cont'd)

v. Nonrecurring Charges

1. Equipment or Feature Addition Charges

These charges apply only to central office rate elements added to an existing installation and are in addition to the installation charges for the rate elements. There are two additional classifications--Major and Minor. Major is defined as equipment or feature additions. They require cabling and/or equipment mounting. A Minor addition requires no cabling and/or equipment mounting. When an addition involves both Major and Minor services, only the Major addition charge applies.

Major Addition	\$423.95
Minor Addition	106.00

2. Service Establishment Charge

This charge applies to the initial installation of a Type B ACD-ESS system and is in addition to all other recurring and nonrecurring charges.

		<u>USOC</u>
Service Establishment Charge, each system	\$64,650.00	NRCAA

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

2. Rate Applications - Type A and Type B Customer Premises Equipment

	<u>Service Types</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
a. Type B ACD-ESS Common Equipment per system ^{/1/}				
Premises Components	B	/2/	/2/	A3P
Per 72 consoles or fraction thereof	B	/2/	/2/	A8B
b. Attendant Positions:				
Per agent or supervisory multi-button console, each	B	/2/	/2/	A8C
Per supervisor single line console, each ^{/3,4/}	B	\$1.90	\$0.00	A9B
c. Agent Assist Terminal – one required for each central office termination used for channels over which agents obtain assistance from a supervisor console, each ^{/4,5,6,7/}	B	7.00	238.45	A3G
d. Agent Call Terminal – one required for each channel used by supervisors to call special access numbers necessary for completing “assistance call backs” or for Service Supervising of consoles, each ^{/4,5,6,7/}	B	6.70	238.45	A3J

/1/ Refer to paragraph B.9.m, preceding, for general provisions concerning this equipment.
 /2/ Rates and charges are found in paragraph D.5.a.
 /3/ Applied in addition to rates for Agent Call and Assist Terminals when they are not to be installed in association with another service which would provide vacant multi-button telephone keys for termination. Incoming ACD-ESS calls may not be processed to these single line sets.
 /4/ Refer to Part 3, Section 1 for the appropriate service charges, when installed subsequent to the initial installation of the system.
 /5/ In addition, rates found in Part 15, Section 2 are applicable for a channel between the ACD-ESS serving central office and the customer's premises.
 /6/ If terminal lines are installed in telephone instruments other than Agent or Supervisory.
 /7/ When a single line instrument is required for termination, also apply rates for Supervisors Single Line Console.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

2. Rate Applications - Type A and Type B Customer Premises Equipment (cont'd)

	<u>Service Types</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
e. Agent Emergency Alert Arrangement – one required per 24 consoles or fraction thereof, with the service supervising provided, each	B	/1/	/1/	A85AM
f. System Display and Control Equipment: Premises components, each	B	/1/	/1/	A8K
Optional printer associated with a Display and Control Unit, each	B	/1/	/1/	A8P
g. Dynamic Traffic Display				
Dynamic traffic display units displaying information on one split, each	B	/1/	/1/	A8M
Display controller, one required per 20 display units, each	B	/1/	/1/	A8LUC
h. Agent Status Display Console, each	B	/1/	/1/	A9C
i. Key Control and Alarm Console, Console with up to 10 keys equipped for alarm conditions, each	B	/1/	/1/	A8Q
j. Equipment for Service Supervising of Agent Console Position Circuits: ^{/2/}				
Common equipment, one required for a group of 72 consoles or fraction thereof, each	B	/1/	/1/	A8HCE
Auxiliary Equipment, one required for a group of 24 consoles or fraction thereof, each	B	/1/	/1/	A8HAE
Service Supervising Trunk to access agent position circuits, a maximum of 6 trunks may be provided for group of 72 consoles or fraction thereof, each ^{/3/}	B	\$14.00	\$858.45	A8HMT

/1/ Rates and charges are defined in paragraph D.5.a.

/2/ Service Supervising arrangements are subject to service observing equipment regulations in paragraph B.7.

/3/ In addition, rates found in Part 15, Section 2 are applicable for a channel between the ACD-ESS serving central office and the customer's premises.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

2. Rate Applications - Type A and Type B Customer Premises Equipment (cont'd)

k. Nonrecurring Charges

1. Equipment or Feature Addition Charges

These charges apply only to central office rate elements added to an existing installation and are in addition to the installation charges for the rate elements. There are two additional classifications--Major and Minor. Major is defined as equipment or feature additions. They require cabling and/or equipment mounting. A Minor addition requires no cabling and/or equipment mounting. When an addition involves both Major and Minor services, only the Major addition charge applies.

Major Addition	\$423.95
Minor Addition	106.00

2. Service Establishment Charge

This charge applies to the initial installation of a Type B ACD-ESS system and is in addition to all other recurring and nonrecurring charges.

		<u>USOC</u>
Service Establishment Charge, each system	\$64,650.00	NRCAA

AUTOMATIC CALL DISTRIBUTORS (cont'd)**D. Rates (cont'd)**

3. Rate Applications - Type C Central Office Service and Equipment

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
a. Central Office System Components			
1. System Common Equipment	\$1,684.70	\$13,778.00	A2B
2. Attendant Line Frame, per 120 consoles or fraction thereof	267.10	900.85	A3Z
3. ACD-ESS Terminal, each ^{/1,2,3/}	22.25	11.65	A2T
4. Queuing Service, per split arranged First on requested order	7.30	339.15	A3S
Each additional on the same order	7.30	84.80	A3S
5. Queue slot, each ^{/4/}	0.90	0.00	A83RA
6. Network Access Register, each ^{/5,6,7/}	PBX Trunk Rate	0.00	
7. Foreign Exchange and Foreign Central Office Service Termination on ACD-ESS queuing equipment, each	50.85	/9/	A8EFX
8. Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, terminated on queuing equipment, each ^{/8/}	50.85	/9/	A8ETL
9. Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment, each ^{/8/}	41.95	/9/	A3L
10. Data Link Per 100 consoles or fraction thereof ^{/10/}	127.15	317.95	A2C
AEMIS Interface ^{/10/}	127.15	317.95	A2E
11. Agent Log-In Per system	83.70	635.90 ^{/11/}	A5G
Per console, each	1.05	0.00	A5P

See Sheet 23 for footnotes

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

3. Rate Applications - Type C Central Office Service and Equipment (cont'd)

Footnotes:

- /1/ When used with supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.
- /2/ One voice grade channel is provided according to the regulations found in paragraph B.4.d.
- /3/ Refer to Part 3, Section 1 for the appropriate service charges when installed subsequent to the initial installation of the system.
- /4/ The number of queue slots is specifiable by the customer where the central office is so equipped.
- /5/ Apply rates and charges for TOUCH-TONE calling service applicable to Private Branch Exchange trunks as found in Part 4, Section 2 on each Network Access Register equipped for exchange TOUCH-TONE calling.
- /6/ If the facilities are used for outgoing calls, long distance call identification will be provided by primary listed number only. (C)
- /7/ Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.
- /8/ Also includes "trunk-to-station" tie line terminations.
- /9/ These rates are in addition to charges for the actual facilities which are covered in this and other guidebooks.
- /10/ Also apply rates for series 300 service as found in Part 15, Section 2 for channels required for each data link.
- /11/ Installation charge does not apply when the Agent Log-In feature is furnished at the time of the initial installation of an ACD-ESS system.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

3. Rate Applications - Type C Central Office Service and Equipment (cont'd)

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
b. Management Information System (AEMIS)			
1. Agent Log-In			
Per System	\$42.40	\$556.40	A8Z
Subsequent Activation, per system ^{/1/}	0.00	439.85	
c. Incoming Call Identification			
1. Audible Option			
Per Announcement	60.40	101.75	A8FTG
Equipment to allow each Foreign Exchange, Foreign Central Office or Tie Line to reach the announcement, each line	8.25	72.05	A8FTE
Per ACD-ESS Terminal	0.20	0.00	A8FTR
2. Visual Option			
Per System	2.55	349.75	A5VSY
Per Visual Console	1.25	0.00	A5VCN
d. Delay Announcements			
1. Standard Recoded Announcement Frame			
Per 11 second announcement	60.40	68.90	A8GCE
Per trunk to access announcement	10.80	74.20	A8GAT
Per ACD-ESS Terminal	1.45	0.00	A8GTT
2. Load Dependent First Delay Announcement			
Per 11 second announcement	60.40	68.90	A3OCE
Per trunk to access announcement	10.80	74.20	A8OAT
3. Common Systems Recorded Announcement Frame			
Common Equipment	241.60	0.00	A4GCE
Per 16 second announcement	184.40	55.10	A4G16
Per 32 second announcement	222.50	55.10	A4G32
Per 48 second announcement	260.70	55.10	A4G48
Per trunk to access announcement	10.80	74.20	A3OAT
Per ACD-ESS Terminal	1.45	0.00	A8GTT
Remote recording capability	26.05	0.00	A4F
4. Load Dependent First Delay Announcement			
Per 16 second announcement	184.40	55.10	A4H16
Per 32 second announcement	222.50	55.10	A4H32
Per 48 second announcement	260.70	55.10	A4H48
Per trunk to access announcement	10.80	74.20	A3OAT

/1/ This charge applies in addition to the per system charge when installed subsequent to AEMIS.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

3. Rate Applications - Type C Central Office Service and Equipment (cont'd)

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
e. System Display and Control Features			
1. Per System	\$17.80	\$439.85	A9H
2. Per agent-to-split pattern	6.35	101.75	A9GAS
3. Key Control and Alarm Console Per key equipped for activation/deactivation ^{/1/}	2.35	84.80	A4K
f. Alternate Traffic Routing per split equipped	10.15	95.40	A4RSE
g. Night Transfer, per split equipped ^{/1,2/}	2.45	58.30	A3T
h. Calls Waiting Indication			
1. Remote calls waiting ^{/3/} Per timing state, per split	0.30	65.70	A4PTS
2. Console calls waiting, per 100 consoles	14.60	65.70	A4X
3. Assistance calls waiting, per assistance group	11.75	121.90	A4Y

/1/ Also apply private line charges for a Type 101 local channel as specified in Part 15, Section 2 for control channel per night transfer key.

/2/ Activation requires a premises located key which may be included in the Key Control and Alarm Console or be a separately mounted key.

/3/ In addition, customer-provided visual signals may be required.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

3. Rate Applications - Type C Central Office Services and Equipment (cont'd)

i. Nonrecurring Charges

1. Equipment or Feature Addition Charges

This charge applies when rate elements are added to an existing installation and is in addition to the installation charges for the rate elements being added.

Addition	\$254.35
----------	----------

2. Service Establishment Charge

This charge applies to the initial installation of a Type C ACD-ESS system, to AEMIS and to CSRAF and is in addition to all other recurring and nonrecurring charges.

		<u>USOC</u>
Service Establishment Charge, each system	\$48,964.85	NRCAE
Service Establishment Charge, AEMIS	40,274.10	NRCAF
Service Establishment Charge, CSRAF	36,246.70	NRCAG
Service Establishment Charge, Agent Log-In	20,137.05	NRCAL

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

4. Rate Applications - Type C Customer Premises Equipment

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
a. Premises System Components			
1. Cabinet A assembly, capacity 50 consoles ^{/1/}			
First Cabinet A	/2/	/2/	A21
Each additional Cabinet A	/2/	/2/	A22
2. Cabinet B assembly, capacity 50 consoles, each ^{/1/}	/2/	/2/	A2F
3. Additional Line Circuit Carriers, each ^{/3/}	/2/	/2/	A2L
4. Consoles: ^{/4/}			
10-button			
Agent, each	/2/	/2/	A2G
Supervisor, each	/2/	/2/	A2M
20-button			
Agent, each	/2/	/2/	A2H
Supervisor, each	/2/	/2/	A2N
With Fixed Lamp Field,			
Agent, each	/2/	/2/	A2J
Supervisor, each	/2/	/2/	A2P
With Alphanumeric Field,			
Agent, each	/2/	/2/	A2K
Supervisor, each	/2/	/2/	A2V
Supervisor single line console, each ^{/5/}	\$1.90	\$0.00	A9B
b. Management Information System (AEMIS)			
1. Basic Common Equipment, for the first 200 consoles and 14 CRTs ^{/6,7/}	/2/	/2/	A5CCE
2. Additional equipment for systems with more than 200 consoles	/2/	/2/	A5CAC

/1/ Includes power supply and line circuit carrier for the first ten consoles.

/2/ Rates and charges are found in paragraph D.5.b.

/3/ One required for each additional 20 consoles in Cabinet A or B.

/4/ Includes external dual headset jacks. Headsets must be provided by customer.

/5/ Also apply service charges for installation of service as described in Part 3, Section 1.

/6/ The appropriate DATASPEED 40 type service or equivalent customer-provided equipment may be used with the AEMIS when reports are required in hardcopy form.

/7/ In addition, a 212A Data-Phone type data set or equivalent customer-provided equipment and associated business line at standard rates are required.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

4. Rate Applications - Type C Customer Premises Equipment (cont'd)

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
b. Management Information System (AEMIS) (cont'd)			
3. Disk Equipment for systems with up to 350 consoles	/1/	/1/	A5CAA
4. Disk Equipment for systems with more than 350 consoles	/1/	/1/	A5CAD
5. Cabinet C Assembly, per six data links, each ^{/2,3/}	/1/	/1/	A5EAS
6. Data Link Termination, per AEMIS data link	/1/	/1/	A5ETE
7. Common Equipment for CRT	/1/	/1/	A5DCE
First Black and White CRT	/1/	/1/	A5DBW
First Color CRT	/1/	/1/	A5DCL
8. Cathode Ray Tubes:			
Black and White, each	/1/	/1/	A5H
Color, each	/1/	/1/	A5J
Equipment to remote CRT, in the same building, beyond 50 feet from AEMIS Control Equipment, each 100 feet ^{/4/}	\$2.15	\$206.65	A5FR5
Equipment to remote CRT in different building and/or beyond 1,000 feet from AEMIS Control Equipment, each ^{/5/}	3.05	148.40	C5FRT

/1/ Rates and charges are found in paragraph D.5.b.

/2/ Data links are engineerable; however, the customer may order spare data links if desired.

/3/ Applies in addition to rate for the Data Links associated with the AEMIS Interface.

/4/ Each CRT that is located greater than 50 feet but less than 1,000 feet from the AEMIS Control Equipment requires this feature.

/5/ In addition, apply charges for the following service or a comparable service: (a) two 208A type private line data sets and (b) a Type 313A voice grade service.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

4. Rate Applications - Type C Customer Premises Equipment (cont'd)

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
c. Emergency Alert Arrangement: Per 25 consoles equipped for Alert	/1/	/1/	A85AA
Per 25 consoles equipped for Alert only/or also Service Supervising	/1/	/1/	A85AS
d. Agent Assist: ^{/6,7,8/} Per Terminal	\$3.60	\$47.70	A3G
Calling/Called line identification, per Agent Assist Terminal	0.35	54.05	A3H
e. Agent Call: ^{/6,7,8/} Per Terminal	3.60	47.70	A3J
Calling/Called line identification, per Agent Call Terminal	0.35	54.05	A3W
f. Service Supervising of Agent Console: ^{/2/} 1. Per 25 consoles equipped for Service Supervising ^{/3/}	/1/	/1/	A8HSS
2. Per Service Supervising Trunk: ^{/4,5/} Customer premises components	/1/	/1/	A8HCU
g. Agent Status Display Console 1. First three consoles, each	/1/	/1/	A3X
2. Each additional console	/1/	/1/	A3Y
h. System Display and Control Features 1. Key Control and Alarm Console Per console	/1/	/1/	A4N

/1/ Rates and charges are defined in paragraph D.5.b.

/2/ Service Supervising arrangements are subject to service observing equipment regulations in paragraph B.10.

/3/ Not applicable when system has Emergency Alert Arrangement.

/4/ Apply private line charges for a Type 311 channel as specified in Part 15, Section 2 for each service supervisory trunk.

/5/ A maximum of four trunks may be provided for each group of 50 agent consoles. Up to four supervisors may simultaneously observe the same agent.

/6/ In addition, rates found in Part 15, Section 2 are applicable for a Type 311 local channel between the ACD-ESS serving office and the customer's premises.

/7/ When a single line instrument is required for termination, also apply rates for the Supervisor Single Line console found in paragraph D.4.a.4.

/8/ Refer to Part 3, Section 1 for the appropriate service charges when installed subsequent to the initial installation of the system.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

4. Rate Applications - Type C Customer Premises Equipment (cont'd)

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
i. Calls Waiting Indication Remote calls waiting ^{/1/} Common equipment per 24 timing states	/2/	/2/	A4PCE

j. Nonrecurring Charges

1. Equipment or Feature Addition Charges

This charge applies when rate elements are added to an existing installation and is in addition to the installation charges for the rate elements being added.

Addition	\$254.35
----------	----------

2. Service Establishment Charge

This charge applies to the initial installation of a Type C ACD-ESS system, to AEMIS and to CSRAF and is in addition to all other recurring and nonrecurring charges.

	<u>Service Establishment Charge</u>	<u>USOC</u>
Service Establishment Charge, each system	\$48,964.85	NRCAE
Service Establishment Charge, AEMIS	40,274.10	NRCAF
Service Establishment Charge, CSRAF	36,246.70	NRCAG
Service Establishment Charge, Agent Log-In	20,137.05	NRCAL

/1/ In addition, customer-provided visual signals may be required.

/2/ Rates and charges are found in paragraph D.5.b.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates

a. Type B Service

1. Plan 1 Rates

	Fixed Monthly Rates					(C)
	1 <u>Month</u>	24 ^{/2/} <u>Months</u>	48 ^{/2/} <u>Months</u>	72 ^{/2/} <u>Months</u>	96 ^{/2/} <u>Months</u>	
(a) Type B ACD-ESS Common Equipment: Premises components, Per system ^{/1/}	\$1,810.00 2,172.00	\$86.00 103.20	\$46.50 55.80	\$33.50 40.20	\$27.50 33.00	
Components, per 72 Consoles or fraction thereof, each ^{/1/}	10,250.00 12,300.00	485.00 582.00	265.00 318.00	191.00 229.00	154.00 185.00	
			<u>Installation Charge</u>	<u>Variable Monthly Rate</u>	<u>USOC</u>	
Type B ACD-ESS Common Equipment: Premises components, per system ^{/1/}			\$2,437.65 2,967.55	\$30.50 30.50	A3P A3P	
Components, per 72 consoles or fraction thereof, each ^{/1/}			6,465.05 7,736.85	90.30 90.30	A8B A8B	

/1/ Refer to paragraph B.9.n preceding, for application of rates.

/2/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

a. Type B Service (cont'd)

1. Plan 1 Rates (cont'd)

	Fixed Monthly Rates					(C)
	<u>1</u> <u>Month</u>	<u>24^{/6/}</u> <u>Months</u>	<u>48^{/6/}</u> <u>Months</u>	<u>72^{/6/}</u> <u>Months</u>	<u>96^{/6/}</u> <u>Months</u>	
(b) Attendant Positions, per agent or supervisory multi-button console, each ^{/1,2,3,5/}	\$500.00 600.00	\$23.75 28.50	\$13.00 15.60	\$9.25 11.10	\$7.50 9.00	
(c) Agent Emergency Alert Arrangement, one required per 24 consoles or fraction thereof, with Service Supervising provided, each ^{/2,4,5/}	166.00 200.00	7.75 9.30	4.30 5.20	3.10 3.75	2.50 3.00	
			<u>Installation Charge</u>	<u>Variable Monthly Rate</u>	<u>USOC</u>	
(b) Attendant Positions, per agent or supervisory multi-button console, each ^{/1,2,3,5/}			\$529.90 635.90	\$9.55 9.55	A8C A8C	
(c) Agent Emergency Alert Arrangement, one required per 24 consoles or fraction thereof, with Service Supervising provided, each ^{/2,4,5/}			582.90 699.00	3.60 3.60	A85AM A85AM	

/1/ Includes a specially designed 20-button telephone set equipped with TOUCH-TONE and external dual headset jacks. Headsets must be provided by customer.

/2/ Also apply service charges for installations as described in Part 3, Section 1.

/3/ Refer to Part 3, Section 1 for service charges required when changing faceplates.

/4/ Customer must provide audible/visual signals and Relay Control Equipment if required.

/5/ Refer to paragraph B.9.n preceding, for application of rates.

/6/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

a. Type B Service (cont'd)

1. Plan 1 Rates (cont'd)

	Fixed Monthly Rates					(C)
	1 <u>Month</u>	24 ^{/3/} <u>Months</u>	48 ^{/3/} <u>Months</u>	72 ^{/3/} <u>Months</u>	96 ^{/3/} <u>Months</u>	
(d) Calls Waiting Indication, one premises common equipment required for 72 consoles or fraction thereof, each ^{/1/}	\$133.00	\$6.30	\$3.40	\$2.50	\$2.00	
	160.00	7.60	4.10	3.00	2.40	
(e) System Display and Control Equipment: Premises components, each ^{/1,2/}	4,850.00	230.00	125.00	90.00	73.00	
	5,800.00	276.00	150.00	108.00	88.00	
Optional printer associated with a Display and Control Unit, each printer ^{/1/}	895.00	42.50	23.00	16.50	13.50	
	1,074.00	51.00	27.60	19.80	16.20	
				<u>Installation Charge</u>	<u>Variable Monthly Rate</u>	<u>USOC</u>
(d) Calls Waiting Indication, one premises common equipment required for 72 consoles or fraction thereof, each ^{/1/}			\$503.45	\$3.60	A8JCE	
			604.10	3.60	A8JCE	
(e) System Display and Control Equipment: Premises components, each ^{/1,2/}			1,218.80	21.30	A8K	
			1,483.80	21.30	A8K	
Optional printer associated with a Display and Control Unit, each printer ^{/1/}			317.95	39.45	A8P	
			381.55	39.45	A8P	

/1/ Refer to paragraph B.9.n preceding, for application of rates.

/2/ Also apply rates found in Part 15, Section 2 for two channels for each system display and control unit.

/3/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

a. Type B Service (cont'd)

1. Plan 1 Rates (cont'd)

	Fixed Monthly Rates					
	1	24 ^{/2/}	48 ^{/2/}	72 ^{/2/}	96 ^{/2/}	
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	(C)
(f) Dynamic Traffic Display: Display units, displays information on one split, each ^{/1/}	\$1,005.00 1,206.00	\$37.50 45.00	\$26.00 31.20	\$18.75 22.50	\$15.00 18.00	
Display controller, one required per 20 display units or fraction thereof, each ^{/1/}	1,945.00 2,334.00	92.00 110.00	50.00 60.00	36.25 43.50	16.50 19.80	
(g) Agent Status Display Console, each ^{/1/}	435.00 522.00	20.50 24.60	11.25 13.50	8.00 9.60	6.50 7.80	
(h) Key Control and Alarm Console with up to 10 keys equipped for alarm conditions, each ^{/1/}	425.00 510.00	20.00 24.00	11.00 13.20	7.75 9.30	6.50 7.80	

/3/

/1/ Refer to paragraph B.9.n preceding, for application of rates.

/2/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

/3/ Material now appears on Sheet 34.1.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

a. Type B Service (cont'd)

1. Plan 1 Rates (cont'd)

	<u>Installation Charge</u>	<u>Variable Monthly Rate</u>	<u>USOC</u>	/2/	
(f) Dynamic Traffic Display: Display units, displays information on one split, each ^{/1/}	\$609.40 731.30	\$12.10 12.10	A8M A8M		
Display controller, one required per 20 display units or fraction thereof, each ^{/1/}	879.65 1,059.85	15.60 15.60	A8LUC A8LUC		
(g) Agent Status Display Console, each ^{/1/}	953.85 1,165.85	23.85 23.85	A9C A9C		
(h) Key Control and Alarm Console with up to 10 keys equipped for alarm conditions, each ^{/1/}	662.40 794.90	8.60 8.60	A8Q A8Q		/2/

/1/ Refer to paragraph B.9.n preceding, for application of rates.

/2/ Material formerly appeared on Sheet 34.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

a. Type B Service (cont'd)

1. Plan 1 Rates (cont'd)

	Fixed Monthly Rates					(C)
	<u>1</u> <u>Month</u>	<u>24^{/2/}</u> <u>Months</u>	<u>48^{/2/}</u> <u>Months</u>	<u>72^{/2/}</u> <u>Months</u>	<u>96^{/2/}</u> <u>Months</u>	
(i) Equipment for Service Supervising of Agent Console Position Circuits: Common equipment, one required for a group of 72 consoles or fraction thereof, each ^{/1/}	\$155.00 186.00	\$7.25 8.70	\$4.00 4.80	\$2.90 3.50	\$2.30 2.80	
Auxiliary equipment, one required for a group of 24 consoles or fraction thereof, each ^{/1/}	118.00 142.00	5.60 6.75	3.00 3.60	2.20 2.65	1.80 2.20	
			<u>Installation Charge</u>	<u>Variable Monthly Rate</u>	<u>USOC</u>	
(i) Equipment for Service Supervising of Agent Console Position Circuits: Common equipment, one required for a group of 72 consoles or fraction thereof, each ^{/1/}			\$529.90 635.90	\$2.95 2.95	A8HCE A8HCE	
Auxiliary equipment, one required for a group of 24 consoles or fraction thereof, each ^{/1/}			476.95 572.30	5.25 5.25	A8HAE A8HAE	

/1/ Refer to paragraph B.9.n preceding, for application of rates.

/2/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

a. Type B Service (cont'd)

2. Plan II Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
(a) Type B ACD-ESS Common Equipment: Premises components, per system	\$94.10	\$2,967.55	A3P
Components, per 72 consoles or fraction thereof, each	426.05	7,736.85	A8B
(b) Attendant Positions, per agent or supervisory multi-button console, each ^{/1,2/}	27.05	635.90	A8C
(c) Agent Emergency Alert Arrangement, one required for 24 consoles or fraction thereof, with service supervising provided, each ^{/3/}	7.30	699.50	A85AM
(d) Calls Waiting Indication, one premises common equipment required for 72 consoles or fraction thereof, each	6.25	604.10	A8JCE
(e) System Display and Control Equipment: Premises components, each ^{/4/}	101.70	1,483.80	A8K
Optional printer associated with a system display and control unit, each printer	68.65	381.55	A8P

/1/ Includes a specially designed 20-button telephone set equipped with TOUCH-TONE and external dual headset jacks. Headsets must be provided by customer.

/2/ Refer to Part 3, Section 1 for service charges required when changing faceplates.

/3/ Customer required to provide necessary audible and/or visual signals or relay control equipment.

/4/ Also apply rates found in Part 15, Section 2 for two channels for each system display and control unit.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

a. Type B Service (cont'd)

2. Plan II Rates (cont'd)

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
(f) Dynamic Traffic Display: Display units, displays information on one split, each	\$45.15	\$731.30	A8M
Display controller, one required per 20 display units or fraction thereof, each	78.85	1,059.85	A8LUC
(g) Agent Status Display Console, each	40.70	1,165.85	A9C
(h) Key Control and Alarm Console with up to 10 keys equipped for alarm conditions, each	23.85	794.90	A8Q
(i) Equipment for Service Supervising of Agent Console Position Circuits: ^{/1/}			
Common equipment, one required for a group of 72 consoles or fraction thereof, each	6.70	635.90	A8HCE
Auxiliary equipment, one required for a group of 24 consoles or fraction thereof, each	7.30	572.30	A8HAE

/1/ Service Supervising arrangements are subject to service observing equipment regulations in paragraph B.10.

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service

		Plan I Fixed Monthly Rates					(C)
		1	36 ^{/3/}	60 ^{/3/}	84 ^{/3/}	120 ^{/3/}	
		<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	
1.	Cabinet A assembly, capacity 50 consoles ^{/1/} <i>First Cabinet A,</i>						
	Fixed Rate ^{/2/}	\$23,400.00	\$770.00	\$505.00	\$390.00	\$305.00	
	Fixed Rate	28,000.00	924.00	606.00	468.00	366.00	
	Variable Rate	197.10	197.10	197.10	197.10	197.10	
	<i>Each additional Cabinet A,</i>						
	Fixed Rate ^{/2/}	22,400.00	740.00	480.00	375.00	295.00	
	Fixed Rate	26,880.00	888.00	576.00	450.00	354.00	
	Variable Rate	165.30	165.30	165.30	165.30	165.30	
2.	Cabinet B assembly, capacity 50 consoles, each ^{/1/}						
	Fixed Rate ^{/2/}	15,300.00	505.00	330.00	255.00	200.00	
	Fixed Rate	18,360.00	606.00	396.00	306.00	240.00	
	Variable Rate	83.90	83.90	83.90	83.90	83.90	
				<u>Installation Charge</u>	<u>Plan II Monthly Rate</u>	<u>USOC</u>	
1.	Cabinet A assembly, <i>First Cabinet A,</i>						
	Fixed Rate ^{/2/}			\$5,723.15	NA	A21	
	Fixed Rate			6,889.00	\$1,125.55	A21	
	Variable Rate			NA	NA	A21	
	<i>Each additional Cabinet A,</i>						
	Fixed Rate ^{/2/}			890.25	NA	A22	
	Fixed Rate			1,059.85	1,042.90	A22	
	Variable Rate			NA	NA	A22	
2.	Cabinet B assembly,						
	Fixed Rate ^{/2/}			1,192.35	NA	A2F	
	Fixed Rate			1,430.80	712.20	A2F	
	Variable Rate			NA	NA	A2F	

/1/ Includes power supply and common line circuit carrier for the first 10 consoles.

/2/ Refer to paragraph B.9.n preceding, for application of rates.

/3/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	1 <u>Month</u>	36 ^{/5/} <u>Months</u>	60 ^{/5/} <u>Months</u>	84 ^{/5/} <u>Months</u>	120 ^{/5/} <u>Months</u>	
3. Additional Line Circuit Carriers, each ^{/2/}						
Fixed Rate ^{/3/}	\$2,625.00	\$87.00	\$57.00	\$44.00	\$34.50	
Fixed Rate	3,150.00	104.00	68.40	52.80	41.40	
Variable Rate	12.10	12.10	12.10	12.10	12.10	
4. Consoles ^{/4/}						
10-button agent, each ^{/1/}						
Fixed Rate ^{/3/}	765.00	25.50	16.50	12.75	10.00	
Fixed Rate	918.00	30.60	19.80	15.30	12.00	
Variable Rate	10.80	10.80	10.80	10.80	10.80	
10-button supervisor, each						
Fixed Rate ^{/3/}	765.00	25.50	16.50	12.75	10.00	
Fixed Rate	918.00	30.60	19.80	15.30	12.00	
Variable Rate	10.80	10.80	10.80	10.80	10.80	

/6/

/1/ Includes power supply and common line circuit carrier for the first ten consoles.

/2/ One required for each additional 20 consoles in Cabinet A or B.

/3/ Refer to paragraph B.9.n, preceding, for application of rates.

/4/ Includes external dual headset jacks. Headsets must be provided by customer.

/5/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

/6/ Material now appears on Sheet 39.1.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

- 5. Plan I and Plan II Rates (cont'd)
 - b. Type C Service (cont'd)

	<u>Installation Charge</u>	<u>Plan II Monthly Rate</u>	<u>USOC</u>	/5/
3. Additional Line Circuit Carriers, each ^{/2/}				
Fixed Rate ^{/3/}	\$86.90	NA	A2L	
Fixed Rate	106.00	\$120.80	A2L	
Variable Rate	NA	NA	A2L	
4. Consoles ^{/1,4/}				
10-button agent, each				
Fixed Rate ^{/3/}	217.25	NA	A2G	
Fixed Rate	264.95	42.60	A2G	
Variable Rate	NA	NA	A2G	
10-button supervisor, each				
Fixed Rate ^{/3/}	217.25	NA	A2M	
Fixed Rate	264.95	42.60	A2M	
Variable Rate	NA	NA	A2M	/5/

/1/ Includes power supply and common line circuit carrier for the first ten consoles.

/2/ One required for each additional 20 consoles in Cabinet A or B.

/3/ Refer to paragraph B.9.n, preceding, for application of rates.

/4/ Includes external dual headset jacks. Headsets must be provided by customer.

/5/ Material formerly appeared on Sheet 39.

/5/
|
/5/

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	<u>1</u> <u>Month</u>	<u>36^{/3/}</u> <u>Months</u>	<u>60^{/3/}</u> <u>Months</u>	<u>84^{/3/}</u> <u>Months</u>	<u>120^{/3/}</u> <u>Months</u>	
4. Consoles ^{/1/} (cont'd)						
20-button agent, each						
Fixed Rate ^{/2/}	\$1,125.00	\$37.50	\$24.25	\$18.75	\$14.75	
Fixed Rate	1,350.00	45.00	30.30	22.50	17.40	
Variable Rate	15.25	15.25	15.25	15.25	15.25	
20-button supervisor, each						
Fixed Rate ^{/2/}	1,125.00	37.50	24.25	18.75	14.75	
Fixed Rate	1,350.00	45.00	30.30	22.50	17.40	
Variable Rate	15.25	15.25	15.25	15.25	15.25	
				Plan II Installation <u>Charge</u>	Plan II Monthly <u>Rate</u>	<u>USOC</u>
4. Consoles ^{/1/} (cont'd)						
20-button agent, each						
Fixed Rate ^{/2/}			\$217.25	NA	A2H	
Fixed Rate			264.95	\$61.05	A2H	
Variable Rate			NA	NA	A2H	
20-button supervisor, each						
Fixed Rate ^{/2/}			217.25	NA	A2N	
Fixed Rate			264.95	61.05	A2N	
Variable Rate			NA	NA	A2N	

/1/ Includes external dual headset jacks. Headsets must be provided by customer.

/2/ Refer to paragraph B.9.n, preceding, for application of rates.

/3/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	1 <u>Month</u>	36 ^{/3/} <u>Months</u>	60 ^{/3/} <u>Months</u>	84 ^{/3/} <u>Months</u>	120 ^{/3/} <u>Months</u>	
4. Consoles ^{/1/} (cont'd)						
20-button with Fixed Lamp Field, agent, each						
Fixed Rate ^{/2/}	\$1,200.00	\$39.50	\$26.00	\$20.00	\$15.75	
Fixed Rate	1,440.00	47.40	31.20	24.00	18.90	
Variable Rate	16.55	16.55	16.55	16.55	16.55	
20-button with Fixed Lamp Field, supervisor, each						
Fixed Rate ^{/2/}	1,200.00	39.50	26.00	20.00	15.75	
Fixed Rate	1,440.00	47.40	31.20	24.00	18.90	
Variable Rate	16.55	16.55	16.55	16.55	16.55	
20-button with Alphanumeric Field, agent, each						
Fixed Rate ^{/2/}	1,975.00	65.00	42.50	33.00	26.00	
Fixed Rate	2,370.00	78.00	51.00	39.60	31.20	
Variable Rate	27.65	27.65	27.65	27.65	27.65	
20-button with Alphanumeric Field, supervisor, each						
Fixed Rate ^{/2/}	1,975.00	65.00	42.50	33.00	26.00	
Fixed Rate	2,370.00	78.00	51.00	39.60	31.20	
Variable Rate	27.65	27.65	27.65	27.65	27.65	

/4/

/1/ Includes external dual headset jacks. Headsets must be provided by customer.

/2/ Refer to paragraph B.9.n, preceding, for application of rates.

/3/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

/4/ Material now appears on Sheet 41.1.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	<u>Installation Charge</u>	<u>Plan II Monthly Rate</u>	<u>USOC</u>	/2/
4. Consoles ^{/1/} (cont'd)				
20-button with Fixed Lamp Field, agent, each				
Fixed Rate ^{/1/}	\$217.25	NA	A2J	(C)
Fixed Rate	264.95	\$66.15	A2J	
Variable Rate	NA	NA	A2J	
20-button with Fixed Lamp Field, supervisor, each				
Fixed Rate ^{/1/}	217.25	NA	A2P	(C)
Fixed Rate	264.95	66.15	A2P	
Variable Rate	NA	NA	A2P	
20-button with Alphanumeric Field, agent, each				
Fixed Rate ^{/1/}	217.25	NA	A2K	(C)
Fixed Rate	264.95	108.10	A2K	
Variable Rate	NA	NA	A2K	
20-button with Alphanumeric Field, supervisor, each				
Fixed Rate ^{/1/}	217.25	NA	A2V	(C)
Fixed Rate	264.95	108.10	A2V	
Variable Rate	NA	NA	A2V	
				/2/

/1/ Refer to paragraph B.9.n, preceding, for application of rates.

/2/ Material formerly appeared on Sheet 41.

/2/ (C)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					
	1	36 ^{/4/}	60 ^{/4/}	84 ^{/4/}	120 ^{/4/}	(C)
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	
5. Management Information System (AEMIS)						
Basic Common Equipment, for the first 350 consoles and 14 CRTs ^{/1,2/}						
Fixed Rate ^{/3/}	\$92,400.00	\$3,050.00	\$2,000.00	\$1,550.00	\$1,225.00	
Fixed Rate	110,880.00	3,660.00	2,400.00	1,860.00	1,470.00	
Variable Rate	1,150.70	1,150.70	1,150.70	1,150.70	1,150.70	
Additional equipment for systems with more than 350 consoles						
Fixed Rate ^{/3/}	18,900.00	625.00	405.00	315.00	250.00	
Fixed Rate	22,680.00	750.00	486.00	378.00	300.00	
Variable Rate	292.50	292.50	292.50	292.50	292.50	
			<u>Installation Charge</u>	<u>Plan II Monthly Rate</u>	<u>USOC</u>	
Basic Common Equipment, for the first 350 consoles and 14 CRTs ^{/1,2/}						
Fixed Rate ^{/3/}			\$4,795.80	NA	A5CCE	
Fixed Rate			5,754.95	\$4,960.05	A5CCE	
Variable Rate			NA	NA	A5CCE	
Additional equipment for systems with more than 350 consoles						
Fixed Rate ^{/3/}			83.75	NA	A5CAC	
Fixed Rate			100.70	1,061.95	A5CAC	
Variable Rate			NA	NA	A5CAC	

/1/ In addition, a 212A Data-Phone Type data set or equivalent customer-provided equipment and associated line at standard rates are required.

/2/ The appropriate DATASPEED 40 type service, or equivalent customer-provided equipment may be used with the AEMIS when reports are required in hardcopy form.

/3/ Refer to paragraph B.9.n, preceding, for application of rates.

/4/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	1	36 ^{/2/}	60 ^{/2/}	84 ^{/2/}	120 ^{/2/}	
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	
5. Management Information System (AEMIS) (cont'd)						
Disk Equipment, for systems with up to 700 consoles						
Fixed Rate ^{/1/}	\$34,100.00	\$1,125.00	\$730.00	\$570.00	\$445.00	
Fixed Rate	40,920.00	1,350.00	876.00	684.00	534.00	
Variable Rate	807.40	807.40	807.40	807.40	807.40	
Disk Equipment, for systems with between 700 and 1,000 consoles						
Fixed Rate ^{/1/}	84,800.00	2,800.00	1,825.00	1,425.00	1,125.00	
Fixed Rate	101,760.00	3,360.00	2,190.00	1,710.00	1,350.00	
Variable Rate	960.20	960.20	960.20	960.20	960.20	
			<u>Installation Charge</u>	<u>Plan II Monthly Rate</u>	<u>USOC</u>	
Disk Equipment, for systems with up to 700 consoles						
Fixed Rate ^{/1/}			\$116.60	NA	A5CAA	
Fixed Rate			137.80	\$2,225.65	A5CAA	
Variable Rate			NA	NA	A5CAA	
Disk Equipment, for systems with between 700 and 1,000 consoles						
Fixed Rate ^{/1/}			41.85	NA	A5CAD	
Fixed Rate			53.00	4,451.35	A5CAD	
Variable Rate			NA	NA	A5CAD	

/1/ Refer to paragraph B.9.n, preceding, for application of rates.

/2/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	1 <u>Month</u>	36 ^{/4/} <u>Months</u>	60 ^{/4/} <u>Months</u>	84 ^{/4/} <u>Months</u>	120 ^{/4/} <u>Months</u>	
5. Management Information System (AEMIS) (cont'd)						
Cabinet C Assembly, per 6 data links, each ^{/1,2/}						
Fixed Rate ^{/3/}	\$4,700.00	\$155.00	\$105.00	\$79.00	\$62.00	
Fixed Rate	5,640.00	186.00	126.00	94.80	74.40	
Variable Rate	26.40	26.40	26.40	26.40	26.40	
Data Link Termination, per AEMIS data link						
Fixed Rate ^{/3/}	850.00	28.00	18.25	14.25	11.25	
Fixed Rate	1,020.00	33.60	21.90	17.10	13.50	
Variable Rate	11.75	11.75	11.75	11.75	11.75	
Cabinet C Assembly, per 6 data links, each ^{/1,2/}						
Fixed Rate ^{/3/}			\$413.35	NA	A5EAS	
Fixed Rate			498.15	\$222.55	A5EAS	
Variable Rate			NA	NA	A5EAS	
Data Link Termination, per AEMIS data link						
Fixed Rate ^{/3/}			73.15	NA	A5ETE	
Fixed Rate			90.10	42.60	A5ETE	
Variable Rate			NA	NA	A5ETE	

/1/ Data links are engineerable, however, the customer may order spare data links if desired.

/2/ Applies in addition to rate for the Data Links associated with the AEMIS Interface.

/3/ Refer to paragraph B.9.n, preceding, for application of rates.

/4/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	1 Month	36 ^{/4/} Months	60 ^{/4/} Months	84 ^{/4/} Months	120 ^{/4/} Months	
5. Management Information System (AEMIS) (cont'd)						
Common Equipment for CRT						
Fixed Rate ^{/2/}	\$900.00	\$30.00	\$19.50	\$15.00	\$11.75	
Fixed Rate	1,080.00	36.00	23.40	18.00	14.10	
Variable Rate	9.45	9.45	9.45	9.45	9.45	
First Black and White CRT ^{/1/}						
Fixed Rate ^{/2/}	4,975.00	165.00	110.00	83.00	65.00	
Fixed Rate	5,970.00	198.00	132.00	99.60	78.00	
Variable Rate	21.60	21.60	21.60	21.60	21.60	
First Color CRT ^{/3/}						
Fixed Rate ^{/2/}	8,800.00	290.00	190.00	150.00	115.00	
Fixed Rate	10,560.00	348.00	228.00	180.00	138.00	
Variable Rate	38.15	38.15	38.15	38.15	38.15	
				Plan II Monthly Rate		
			Installation Charge		USOC	
Common Equipment for CRT						
Fixed Rate ^{/2/}			\$376.25	NA	A5DCE	
Fixed Rate			455.75	\$45.15	A5DCE	
Variable Rate			NA	NA	A5DCE	
First Black and White CRT ^{/1/}						
Fixed Rate ^{/2/}			69.95	NA	A5DBW	
Fixed Rate			84.80	228.95	A5DBW	
Variable Rate			NA	NA	A5DBW	
First Color CRT ^{/3/}						
Fixed Rate ^{/2/}			69.95	NA	A5DCL	
Fixed Rate			84.80	400.60	A5DCL	
Variable Rate			NA	NA	A5DCL	

/1/ One required when black and white CRT(s) are used in the system.

/2/ Refer to paragraph B.9.n, preceding, for application of rates.

/3/ One required when color CRT(s) are used in the system.

/4/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	1	36 ^{/2/}	60 ^{/2/}	84 ^{/2/}	120 ^{/2/}	
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	
5. Management Information System (AEMIS) (cont'd)						
Cathode Ray Tubes (CRT's)						
Black and White, each						
Fixed Rate ^{/1/}	\$5,000.00	\$165.00	\$110.00	\$84.00	\$65.00	
Fixed Rate	6,000.00	198.00	132.00	100.80	78.00	
Variable Rate	76.30	76.30	76.30	76.30	76.30	
Color, each						
Fixed Rate ^{/1/}	9,200.00	305.00	200.00	155.00	120.00	
Fixed Rate	11,040.00	366.00	240.00	186.00	144.00	
Variable Rate	90.30	90.30	90.30	90.30	90.30	
				Plan II Installation Charge	Plan II Monthly Rate	<u>USOC</u>
Cathode Ray Tubes (CRT's)						
Black and White, each						
Fixed Rate ^{/1/}			\$339.15	NA	A5H	
Fixed Rate			408.05	\$286.10	A5H	
Variable Rate			NA	NA	A5H	
Color, each						
Fixed Rate ^{/1/}			339.15	NA	A5J	
Fixed Rate			408.05	470.45	A5J	
Variable Rate			NA	NA	A5J	

/1/ Refer to paragraph B.9.n, preceding, for application of rates.

/2/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	<u>1</u> <u>Month</u>	<u>36</u> ^{/2/} <u>Months</u>	<u>60</u> ^{/2/} <u>Months</u>	<u>84</u> ^{/2/} <u>Months</u>	<u>120</u> ^{/2/} <u>Months</u>	
6. Emergency Alert Arrangement Per 25 consoles equipped for Alert						
Fixed Rate ^{/1/}	\$510.00	\$17.00	\$11.00	\$8.50	\$6.75	
Fixed Rate	612.00	20.40	13.20	10.20	8.10	
Variable Rate	7.00	7.00	7.00	7.00	7.00	
Per 25 consoles equipped for Alert only/or also Service Supervising						
Fixed Rate ^{/1/}	260.00	8.75	5.75	4.40	3.40	
Fixed Rate	312.00	10.50	6.90	5.30	4.10	
Variable Rate	7.00	7.00	7.00	7.00	7.00	
				Plan II Monthly Rate		
Emergency Alert Arrangement Per 25 consoles equipped for Alert				<u>Installation Charge</u>	<u>USOC</u>	
Fixed Rate ^{/1/}				\$73.15	A85AA	
Fixed Rate				90.10	A85AA	
Variable Rate				NA	A85AA	
Per 25 consoles equipped for Alert only/or also Service Supervising						
Fixed Rate ^{/1/}				73.15	A85AS	
Fixed Rate				90.10	A85AS	
Variable Rate				NA	A85AS	

/1/ Refer to paragraph B.9.n, preceding, for application of rates.

/2/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	1 <u>Month</u>	36 ^{/6/} <u>Months</u>	60 ^{/6/} <u>Months</u>	84 ^{/6/} <u>Months</u>	120 ^{/6/} <u>Months</u>	
7. Service Supervising of Agent Console ^{/1/} Per 25 consoles equipped for Service Supervising ^{/2/}						
Fixed Rate ^{/5/}	\$260.00	\$8.75	\$5.75	\$4.40	\$3.40	
Fixed Rate	312.00	10.50	6.90	5.30	4.10	
Variable Rate	7.00	7.00	7.00	7.00	7.00	
Per Service Supervising Trunk ^{/3,4/}						
Fixed Rate ^{/5/}	290.00	9.75	6.25	4.90	3.80	
Fixed Rate	348.00	11.70	7.50	5.90	4.60	
Variable Rate	4.60	4.60	4.60	4.60	4.60	
				Plan II Monthly Rate		
Service Supervising of Agent Console ^{/1/} Per 25 consoles equipped for Service Supervising ^{/2/}					<u>USOC</u>	
Fixed Rate ^{/5/}			\$73.15	NA	A8HSS	
Fixed Rate			90.10	\$15.25	A8HSS	
Variable Rate			NA	NA	A8HSS	
Per Service Supervising Trunk ^{/3,4/}						
Fixed Rate ^{/5/}			73.15	NA	A8HCU	
Fixed Rate			90.10	15.25	A8HCU	
Variable Rate			NA	NA	A8HCU	

/1/ Service Supervising arrangements are subject to service observing equipment regulations in paragraph B.10.

/2/ Not applicable when system has Emergency Alert Arrangement.

/3/ Apply private line charges for a Type 311 channel as specified in Part 15, Section 2 for each service supervisory trunk.

/4/ A maximum of four trunks may be provided for each group of 50 agent consoles. Up to four supervisors may simultaneously observe the same agent.

/5/ Refer to paragraph B.9.n, preceding, for application of rates.

/6/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	1	36 ^{/2/}	60 ^{/2/}	84 ^{/2/}	120 ^{/2/}	
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	
8. Agent Status Display Console						
First three consoles, each						
Fixed Rate ^{/1/}	\$955.00	\$31.50	\$20.50	\$16.00	\$12.50	
Fixed Rate	1,146.00	37.80	24.60	19.20	15.00	
Variable Rate	8.25	8.25	8.25	8.25	8.25	
Each additional console						
Fixed Rate ^{/1/}	955.00	31.50	20.50	16.00	12.50	
Fixed Rate	1,146.00	37.80	24.60	19.20	15.00	
Variable Rate	8.25	8.25	8.25	8.25	8.25	
				Plan II		
				Installation	Monthly	
				<u>Charge</u>	<u>Rate</u>	<u>USOC</u>
Agent Status Display Console						
First three consoles, each						
Fixed Rate ^{/1/}			\$280.85	NA	A3X	
Fixed Rate			339.15	\$49.60	A3X	
Variable Rate			NA	NA	A3X	
Each additional console						
Fixed Rate ^{/1/}			280.85	NA	A3Y	
Fixed Rate			339.15	49.60	A3Y	
Variable Rate			NA	NA	A3Y	

/1/ Refer to paragraph B.9.n, preceding, for application of rates.

/2/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)

AUTOMATIC CALL DISTRIBUTORS (cont'd)

D. Rates (cont'd)

5. Plan I and Plan II Rates (cont'd)

b. Type C Service (cont'd)

	Plan I Fixed Monthly Rates					(C)
	1	36 ^{/2/}	60 ^{/2/}	84 ^{/2/}	120 ^{/2/}	
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	
9. System Display and Control Features						
Key control and alarm console, each						
Fixed Rate ^{/1/}	\$670.00	\$22.25	\$14.50	\$11.25	\$8.75	
Fixed Rate	804.00	26.70	17.40	13.50	10.50	
Variable Rate	8.25	8.25	8.25	8.25	8.25	
10. Calls Waiting Indication						
Common equipment, per 24 timing states						
Fixed Rate ^{/1/}	585.00	19.25	12.75	9.75	7.75	
Fixed Rate	702.00	23.10	15.30	11.70	9.30	
Variable Rate	7.95	7.95	7.95	7.95	7.95	
				Plan II		
				Installation	Monthly	
				<u>Charge</u>	<u>Rate</u>	<u>USOC</u>
9. System Display and Control Features						
Key control and alarm console, each						
Fixed Rate ^{/1/}			\$370.95	NA	A4N	
Fixed Rate			445.15	\$36.25	A4N	
Variable Rate			NA	NA	A4N	
10. Calls Waiting Indication						
Common equipment, per 24 timing states						
Fixed Rate ^{/1/}			174.85	NA	A4PCE	
Fixed Rate			211.95	30.85	A4PCE	
Variable Rate			NA	NA	A4PCE	

/1/ Refer to paragraph B.9.n, preceding, for application of rates.

/2/ Effective December 20, 2014, customers may not establish new term plans of any length for Automatic Call Distributors, and existing term plans may not be renewed. For new service, or for existing service after any term plan expires, service will be provided only on a month-to-month (or 1-Month) basis.

(N)
|
(N)