

CALL CENTER MANAGEMENT FOR COMMONWEALTH EDISON

A. Description

Call Center Management (CCM) is an Advanced Intelligent Network (AIN) based service developed specifically for Commonwealth Edison (ComEd). CCM allows ComEd flexibility in routing a portion of incoming traffic on their trouble reporting lines to another designated site thereby maintaining customer service during peak periods.

CCM allows ComEd to design and activate a plan that will redirect incoming calls to a forward-to number.

CCM provides ComEd with a specific announcement message. Depending upon the responses provided by the calling party, the incoming call will be redirected to a predetermined customer site or be allowed to continue on to the originally called site.

CCM provides ComEd with the ability to develop and test solutions to potential problems before they occur.

CCM provides ComEd with the ability to exercise their call management plan at their discretion during normal conditions.

CCM supports up to 10 call management plans with a maximum of 500 telephone numbers per plan.

CALL CENTER MANAGEMENT FOR COMMONWEALTH EDISON (cont'd)

B. Features

System Management Access

CCM provides two interface options: Terminal Access and Touch Tone Access.

Terminal Access provides direct access to the Service Management System. ComEd's call management plan administrator may define an entire management plan, change the "forward to" destination for protected telephone numbers, change the percent of incoming calls screened by CCM, activate or deactivate a call management plan, modify an existing call management plan and retrieve reports.

Touch Tone Access provides ComEd's call management plan administrator the ability to activate or deactivate a call management plan.

Reports

CCM provides ComEd with the ability to extract a variety of reports which include data on the call management plans they have designed.

The report data may contain descriptions of call management plans in use, lists of protected telephone numbers, percent of calls redirected, and specific information on each telephone number within a call management plan.

New Subscription

A new overlay to the existing logic for allowing identified calls to be routed according to logic resident in the SCP.

Change Announcement

ComEd has the ability to change existing announcements by furnishing new announcement text to Ameritech.

CALL CENTER MANAGEMENT FOR COMMONWEALTH EDISON (cont'd)

C. Terms and Conditions

1. A CCM plan is subject to review by the Company in order to determine effects on network capability, capacity and control.
2. All telecommunications service required for redirecting calls must be in place or subscribed to at the same time as CCM and will be reviewed by the Company.
3. ComEd may activate CCM 24 hours a day, seven days a week.
4. ComEd is responsible for the payment of any applicable intraMSA and interMSA usage charges for each call between the central office where the CCM protected numbers reside and the telephone number to which the call is being forwarded.
5. Because of the unavoidableness of errors incident to the services and to the use of the Company's facilities, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein. With respect to a claim or a suit by a customer, or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected.

D. Prices

1. Service Elements

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
ComEd CCM Service /ANXCM/		\$4,175.00
New Subscription using existing logic ^{/1/}	\$11,000.00	
Change Announcement, per occasion	1,000.00	

/1/ Includes use of announcement circuit for up to 36 months. For service beyond 36 months, additional charges will apply.

CUSTOMER RE-ROUTE SERVICE (CRS)**A. General**

1. Customer Re-route Service (CRS) provides the Company with the ability to redirect and terminate a subscriber's incoming calls (including operator-assisted and Inter-MSA) to an alternate site during a local central office outage. (C)
2. The ability to redirect and terminate the incoming calls is accomplished by the Company having a predefined CRS subscriber plan which, during a central office outage, may be activated by the Company in coordination with the subscriber. The plan consists of redirecting a block of telephone numbers to alternate numbers.
3. A block is defined as a contiguous group of the subscriber's telephone numbers.
4. Activation of a CRS subscriber plan will occur within 4 hours, under normal circumstances, after notification and verification by the Company. Activation of the CRS subscriber plan may not occur within 4 hours under abnormal circumstances which include but are not limited to: labor difficulties, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.
5. A CRS subscriber plan will be activated upon customer confirmation, but in all cases the first priority will be to stabilize the public network.
6. Due to network capacity and capability limitations during a local central office outage, some blocking of calls in the network may occur, and therefore, all incoming calls may not be redirected and terminated to the alternate site.

B. Regulations

1. CRS is available to PBX, Centrex, Integrated Information Network (IIN), and Ameritech Integrated Digital Network (AIDN) customers where facilities permit.
2. CRS may be activated 24 hours a day, seven days a week by notifying the Company during a local central office outage.
3. The standby telecommunications service associated with CRS must be in place or subscribed to at the same time as CRS and will be reviewed by the Company. This standby telecommunications service must be within the same MSA as a subscriber's primary service and may utilize Special Construction or Diverse Routing arrangements as found elsewhere in this guidebook.
4. Upon request of the subscriber, the Company will coordinate an out-of-hours test of the subscriber's alternate delivery plan and will be subject to a charge as found in paragraph C. *Rates and Charges below.*

CUSTOMER RE-ROUTE SERVICE (CRS) (cont'd)**B. Regulations (cont'd)**

5. Upon local central office recovery, the Company will deactivate CRS in coordination with the customer.
6. The nonrecurring charge per number block includes the initial testing of the CRS subscriber plan. The testing process may include: plan review with customer prior to test, coordination of test activity, validation of customer notification procedure, resolution of service inconsistencies, and returning customer's service to the preset configuration. It is the subscriber's or the subscriber's authorized representative's responsibility to verify all features and/or elements of the standby telecommunications service.
7. A CRS subscriber plan is subject to review by the Company in order to determine effects on network capability, capacity, and control.
8. The number of CRS subscribers in a given central office may be restricted due to network limitations. Availability will be on a first come first served basis.

C. Rates and Charges

	<u>I.N.C.</u>	<u>Per Month</u>
Initial Telephone Number Block Per Account /SBJIX/	\$3,000.00	\$500.00
Additional Telephone Number Block Per Account /SBJAX/	3,000.00	
Test Activation Per Event /NR9TA/	500.00	
Service Changes Per Event /REAF6/	225.00	

CUSTOMER LOCATION ALTERNATE ROUTING**A. Description**

Customer Location Alternate Routing (CLAR) is an Advanced Intelligent Network (AIN) based service that provides the customer safeguards against the loss of incoming calls due to circumstances that make the customer's physical work location inaccessible (i.e., fire, flood, cable cut, etc.).

CLAR provides subscribers the ability to develop and maintain a contingency plan that can be activated at their command to reroute incoming calls to predetermined alternate customer locations. CLAR supports up to ten alternate routing plans with a maximum of 10,000 telephone numbers.

CLAR customers have the ability to develop and test solutions to potential problems before they occur. Customers may exercise their back-up facilities during normal conditions and may activate CLAR 24 hours a day, seven days a week.

B. Terms and Conditions

1. CLAR service is available where central office facilities and equipment permit.
2. CLAR operates across the public network or private facilities.
3. CLAR plans are subject to review to Company review to determine effects on network capability, capacity and control.
4. All telecommunications services required for rerouting must be in place or subscribed to at the same time as CLAR and will be reviewed by the Company.
5. CLAR customers are responsible for the payment of any applicable station-to-station charges for each call between the central office where the CLAR protected numbers reside and the telephone number to which the call is being rerouted.
6. CLAR is available to PBX, Centrex, ISDN and basic exchange business line customers where facilities permit.
7. Customer requested changes to an existing CLAR plans are subject to a charge as found in *D. Prices* following.
8. Due to the unavoidable nature of errors incident to the services and to the use of the Company's facilities, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein. With respect to a claim or suit by a customer, or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected.
9. Due to network capacity and capability limitations, some blocking of calls in the network may occur, and therefore, all incoming calls may not be rerouted and terminated to the alternate site. In all cases, the first priority will be to maintain the integrity of the public network.

CUSTOMER LOCATION ALTERNATE ROUTING (cont'd)

C. Features

Customer Access

CLAR provides Touch Tone Access customer interface option. (C)

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(D)

CLAR Touch Tone Access - Provides the customer's service administrator the ability to activate or deactivate a contingency plan.

D. Prices

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
Service Establishment /SEPRH/	\$ 200.00	--
Per protected telephone number, each: /EL41X/		
1 to 100 numbers	25.00	\$17.00
101 to 999 numbers	25.00	17.00
1000 or more numbers	25.00	17.00
Per protected telephone number, per additional routing plan, ordered on initial order /NR9FA/	25.00	--
Per Additional Alternate Routing Plan /EWP/	30.00	75.00
Routing plan change, per telephone number via the service order process /NR9EV/	25.00	--
Activation of customer plan by the Company /NR9EW/	10.00	--

DIVERSE ROUTING ARRANGEMENTS**A. General**

1. Diverse Routing Arrangements provide that designated services or channels will be kept physically or electrically separated from other services or channels provided to the same customer. Physical separation means that the services or channels to be separated will be provided by means of separate Company buildings, radio systems, carrier systems, cables, supporting structures (radio tower, pole line, trench or conduit) or power supplies. Electrical separation means that the services or channels to be separated will be provided by means of separate cables, radio systems or carrier systems, but may use common supporting structures over all or part of the route.

Diverse Routing Arrangements are classified as both local exchange and interexchange telecommunications services.

2. Diverse Routing Arrangements for services or channels are provided at the request of the customer over a single diverse route in addition to the route normally used by the Company. Diverse Routing Arrangements over multiple diverse routes are not offered.
3. The Company reserves the right to select the route, facilities and method of construction by which Diverse Routing Arrangements are furnished. Company facilities are constructed to provide service in the normal manner and seldom will facilities be available to provide diversity over an entire route. Diverse Routing Arrangements therefore are provided subject to the availability of the necessary facilities. The extent to which diversity is available must be determined on a case-by-case basis.
4. Where facilities are not available to meet a customer's requirements for diverse routing, the construction or rearrangement of facilities to satisfy those requirements is subject to Construction Charges, in accordance with Part 2, Section 5.
5. Whenever facilities used in providing Diverse Routing Arrangements are required by the Company to furnish its regular services, the Company reserves the right to suspend the Diverse Routing Arrangements in whole or in part, except when special construction charges have been paid by the customer.
6. Diverse Routing Arrangements do not assure uninterrupted service. The liability of the Company in case of interruption to services or channels is as specified in Part 2, Section 2.

DIVERSE ROUTING ARRANGEMENTS (cont'd)

B. Rates

1. All rates and charges quoted in this Section are for Diverse Routing Arrangements only and are in addition to rates and charges for the services or channels provided and any applicable Construction Charges.
2. Charges for Administration of Diverse Routing Arrangements apply to each circuit segment where diversity, either electrical or physical, is furnished over any portion of the circuit segment. A circuit segment is defined as follows:
 - A "central office line" which connects the customer's premises with the local serving central office.
 - An "interoffice channel" which connects the customer's local serving central offices, or the customer's local serving central office with a foreign exchange or foreign central office.

3. Charges for Administration of Diverse Routing Arrangements	<u>I.N.C.</u>	<u>Per Month</u>
a. For each "interoffice channel" arranged for diverse routing /VJ1/	\$145.38 ^{/1/}	\$2.91
b. For each "central office line" arranged for diverse routing when connected to an "interoffice channel" circuit segment /VJ2/	145.38 ^{/1/}	2.91
c. For each "central office line" arranged for diverse routing when not connected to an "interoffice channel" circuit segment /VJ3/	72.69 ^{/1/}	.48

/1/ The I.N.C. applies to each customer request for establishment of a Diverse Routing Arrangement or for rearrangement of or addition to an existing Diverse Routing Arrangement.

DIVERSE ROUTING ARRANGEMENTS (cont'd)**B. Rates (cont'd)**

4. In addition to the rates and charges for administration specified above, channel charges for Diverse Routing Arrangements will be applied as follows:
 - a. The mileage charge applicable for a diverse interoffice channel segment is determined by multiplying the Inter-S.A. mileage rate for the service being diversely routed by the total airline distance between the central offices through which the interoffice segment is routed.
 - b. Where diverse routing is furnished over a central office line segment from a central office which is not the normal serving central office, mileage charges for the service being diversely routed will apply for the airline distance between the normal central office and the foreign central office.

Where a diverse route is furnished in a direct feed to the customer's premises from a central office in the same network access area, such facilities shall be considered to be connected to a normal serving central office.

Where diverse routing is furnished in a direct feed to the customer's premises for customers served out of the O'Hare, Oak Brook or Schaumburg central offices, from a central office in a different network access area, such facilities shall be considered to be connected to a normal serving central office. Customers served by such arrangements shall pay the higher of the network access charges applicable to the two respective network access areas.

- c. In addition to the mileage charges specified preceding, the local channel charge for the service being provided will apply where applicable.