

## 1. CALL MANAGEMENT SERVICE

## A. GENERAL

1. Order receiving service in manual turret and automatic call distributing arrangements is used for the handling of incoming calls by attendants generally in connection with order taking in department stores, taxi-cab companies, for telegram recording and delivery, information service and other situations where similar telephone requirements are involved.
2. Position equipment is arranged for incoming service and usually other associated lines are used for outgoing service. Certain other features such as conferencing and transfer are available in the various types of systems.

## B. USE OF THE SERVICE

Customers subscribing to Automatic Call Distributing Systems which have supervisory observing capabilities shall use said observing capabilities only in accordance with the following restrictions and shall agree in writing to abide by the following restrictions:

1. The observing capabilities must be used only for the purpose of training employees or improving the quality of service rendered by employees in the handling of customer telephone calls of an impersonal business nature.
2. Under no circumstance may this observing capability be used for any purpose, nor in any manner contrary to guidebook or law.
3. In connection with hotels and other locations where the telephone service is used by the public, observing capabilities are furnished solely for administrative purposes and shall not be used for observing the private telephone conversations of members of the public.
4. The customer shall inform all of its affected employees, in writing, that calls on certain business lines are subject to observation.

1. CALL MANAGEMENT SERVICE (Cont'd)

B. USE OF THE SERVICE (Cont'd)

5. Installation shall be made in such a way as to assist the customer in preventing unauthorized use of training facilities.
6. Labels stating THIS TELEPHONE IS SUBJECT TO MONITORING shall be affixed by the customer to all telephones subject to monitoring.

## 2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

### A. GENERAL DESCRIPTION

1. Automatic Call Distribution (ACD) Service is an optional service arrangement for Centrex Service and Integrated Information Network (IIN) Service. ACD Service provides for the even distribution of incoming calls to a predesignated group(s) of answering positions known as agent positions. Incoming calls are served on a first-in, first-out basis and if all the agent positions are busy, calls may be held in queue until an agent position becomes available or the caller disconnects.
2. ACD Service consists of Basic ACD Service or Deluxe ACD Service. Deluxe ACD Service provides the capability for the optional feature Management Information System (MIS) Data Stream. This optional feature provides a data stream containing call event records and the capability to reconfigure ACD groups.

## 2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)

## B. BASIC ACD SERVICE STANDARD FEATURE DESCRIPTIONS

## 1. System Features

Abandoned Call Clearing - Provides for removing incoming abandoned calls from the call queues and recorded announcements.

ACD Directory Numbers - An arrangement that provides a unique telephone number for receiving incoming ACD calls. ACD Directory Numbers (DNs) are assigned to ACD groups and are not associated with individual ACD Lines. A primary DN and up to 16 supplementary DN's are available as standard and assigned to different ACD splits (groups) within a customer group. Priority answering levels for each DN can be assigned by the customer and disseminated to different groups of callers as appropriate.

ACD 2500 Set Capability - An arrangement that allows a 2500 customer-provided set to be used as an agent position. Numerous ACD features can be used or activated by use of access codes.

Agent Queue - Provides an even distribution of incoming calls among the agents in ACD groups. The agent who has been available the longest receives the next incoming call.

Automatic Overflow - An arrangement that permits the customer to specify both the maximum number of calls that can be queued and the maximum waiting time for calls. If any of these thresholds are exceeded, new incoming calls will be rerouted according to the customer's direction to another ACD group, to a Directory Number, or to an announcement or busy tone.

Call Source Identification - An arrangement that provides for the display, at the agent's position, of the incoming call if the call is originated within the ACS System or the identification code of the incoming trunk group.

Call Transfer/Three Way Calling - An arrangement that allows agents and supervisors to transfer an ACD call to another Directory Number. The agent or supervisor initiating the transfer may also establish a three-way call involving the incoming ACD call, the agent or supervisor and the third party.

Call Transfer with Time - An arrangement that allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be time inserted in the new ACD group's highest priority queue based on the total time the call was previously in queue and conversation time in the original ACD group.

Direct Outward Dialing - Permits an agent, while on an incoming call, to place a Direct Outward Dialed call.

2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)
  - B. BASIC ACD SERVICE STANDARD FEATURE DESCRIPTIONS (Cont'd)
    1. System Features (Cont'd)

Forced Announcement for New and Overflowed Calls - An arrangement that provides an option for a forced announcement to incoming calls and calls in queue regardless of the current queue length.

Incoming Call Queuing - An arrangement that places incoming ACD calls in queue in their order of arrival when agents are not available to answer them. Calls are removed from queue as agents become available. Calls are presented to the next available agent in the order of their arrival, with the highest priority being presented first. The customer can specify priority levels for incoming calls. Calls with a higher priority level will be answered before calls with a lower priority level. To ensure that low priority calls do not remain unanswered, low priority calls can be promoted to higher priority queues after a specified waiting period. This feature requires Queue Slots.

Login and Logout - An arrangement that requires all agents and supervisors to login to an ACD answering position before they can receive incoming ACD calls. When an agent or supervisor is logged out, no ACD calls can be present to the ACD answering position.

Night Service - When activated, all agent positions in an ACD group are "Make Set Busy" and incoming ACD calls are rerouted to the Night Service route specified for the ACD group.

2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)
  - B. BASIC ACD SERVICE STANDARD FEATURE DESCRIPTIONS (Cont'd)
    1. System Features (Cont'd)

Overflow of Enqueued Calls - An arrangement that allows incoming calls that have been in queue for a predetermined amount of time to be routed to a defined overflow queue or Directory Number. The call also remains in the original queue after being routed to the overflowing queue.

Overflow to ACD Groups - An arrangement that routes incoming calls to another ACD group when the incoming calls in an existing ACD group reach a queuing threshold.

Queue Slots - An arrangement that permits incoming calls to be held in the Central Office and be distributed in their order of arrival to an agent position when an agent position becomes available. A Queue Slot is required for each incoming call held in queue. Basic ACD Service provides for an equivalent number of Queue Slots equal to the total number of agent positions. Additional Queue Slots are an Optional System Feature.

Ring Threshold - An arrangement that reroutes an incoming call that was not answered by an agent when a threshold timer expires to an agent who has been idle the longest or places the call in front of the incoming call queue if all the agents are busy.

Transfer to Incalls Key - An arrangement within an ACD group that allows an agent to transfer an ACD call directly to another agent's Incalls Key.

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2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)  
B. BASIC ACD SERVICE STANDARD FEATURE DESCRIPTIONS (Cont'd)

2. Agent Features

Call Forcing - An arrangement that automatically connects the next incoming call, absent the prior establishment of Not Ready or Make Set Busy feature, to an agent position equipped with the feature. An audible alert is provided with this feature.

Call Park by Agent - An arrangement that allows an ACD agent to park calls. If the parked call is not retrieved within a customer-defined interval, the parked call is recalled to the agent that parked the call.

Call Supervisor - An arrangement that provides the ACD agent immediate access to the supervisor for assistance or consultation.

Called Name/Number Display - An arrangement that displays the called directory telephone number and the associated ACD group name on a properly equipped customer-provided set.

Emergency Notification - An arrangement that allows an ACD agent to immediately conference a supervisor and/or a customer-provided device (e.g., emergency recording device). If the supervisor and/or the customer-provided device is not available, a backup route can be specified. This feature requires an ACD Line to provide the connection with the customer-provided device.

Incall Keys - This arrangement allows an ACD agent to answer an incoming ACD call to any of the ACD group's DNs by depressing the Incalls Key on his customer-provided electronic business set.

Make Set Busy - An arrangement that blocks incoming ACD calls to an agent's position. When this feature is activated, the agent position is deactivated.

Not Ready - An arrangement that allows an agent position to temporarily block incoming ACD calls. This feature is typically used when an agent needs time to complete a transaction between calls.

3. Supervisor Features

Agent Key - An arrangement that allows a supervisor to access an agent's position by pressing an assigned key rather than dialing the agent's directory telephone number.

2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)
  - B. BASIC ACD SERVICE STANDARD FEATURE DESCRIPTIONS (Cont'd)
    3. Supervisor Features (Cont'd)

Agent Observation - An arrangement that allows the supervisor to observe ACD calls or calls presented to an agent's secondary directory telephone number. A special tone may be provided to alert the agent when this feature is activated.

Agent Status Indication - An arrangement that allows the supervisor to track the status of each agent position in an ACD group. This feature requires the assignment of a key-lamp pair for each agent's position.

This feature provides the following status:

<u>Lamp</u>	<u>Position Status</u>
OFF	Agent Position has Make Set Busy activated
ON	Agent handling an ACD or Non-ACD call
FLASH	Agent waiting for an ACD call
WINK	Agent Position has Not Ready activated

Answer Agent - An arrangement that allows a supervisor to answer calls from agent positions.

Answer Emergency - An arrangement that allows a supervisor to answer an emergency call from an agent.

Call Agent - An arrangement that allows a supervisor to directly call an agent's position, or when used in association with the Agent Observation feature, to conference into the call.

Controlled Interflow - An arrangement that allows the supervisor to divert incoming ACD calls to a customer-predefined route.

Extended Agent Observe - An arrangement that allows a supervisor to observe calls that are presented to an agent in any ACD group within the same customer group.

Forced Agent Availability - An arrangement that allows the supervisor to activate the "Not Ready" on an agent's position.

Observe Agent/Three-Way Calling - An arrangement that allows the supervisor to monitor (visually) or observe (audio) an agent's three-way calls that are in progress.

Supervisor Control of Night Service - An arrangement that allows the supervisor to activate Night Service for an entire ACD group. When this feature is activated, new ACD calls can not enter the incoming call queue.



## 2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)

## C. DELUXE ACD SERVICE STANDARD FEATURE DESCRIPTIONS

1. Deluxe ACD Service includes all the Basic ACD System features, Agent features and Supervisor features.
2. Management Information System (MIS) Data Stream

Deluxe ACD Service provides the Central Office software for the Management Information System (MIS) Data Stream. The MIS provides a data stream containing complete call event records from the Company's Central Office to a customer-provided downstream processor. Additionally, the MIS provides the ability to change ACD parameters for load management control.

Deluxe ACD Service requires a MIS interface, located in the Company's Central Office, and a Dedicated Communications Service Channel to provide the connection with the customer-provided downstream processor.

The Management Information System (MIS) Data Stream provides for the following standard features:

- a. Line-of-Business Code - This arrangement allows a Line-of-Business(LOB) Code Key to be assigned to each agent's position. When the agent presses this key and dials a multi-digit code associated with a line of business, the call category is recorded. More than one LOB Code may be entered per call. Upon call release, the LOB Codes are tracked in the MIS data base.
- b. Variable Wrap-Up Time - An arrangement that provides the capability to vary the interval between an ACD completed call and the presentation of the next incoming ACD call to an agent's position. This feature also provides the capability to vary the interval to an ACD group.
- c. Virtual Facility Group (VFG) Data in MIS - An arrangement that provides VFG call handling information at regular intervals via the MIS data link.
- d. Walkaway/Closed Kay Operation - This arrangement allows agents to enter a code, after activating the Not Ready Key, which specifies the reason the agent is not available. These codes are tracked in the MIS data base.

## 2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)

## D. BASIC AND DELUXE ACD SERVICE OPTIONAL FEATURE DESCRIPTIONS

The following optional features are available with Basic ACD Service and Deluxe ACD Service:

## 1. Display Status Package

The Display Status Package provides for the following standard features:

- a. Display Agent's Summary - An arrangement that allows the supervisor, with a properly equipped display set, to check the status of all ACD agent positions assigned to an agent group.
- b. Display Queue Status - The supervisor's display set displays the following information when the Display Status Key is pressed:
  - Number of manned agent positions
  - Number of calls waiting in the incoming call queue
  - Number of calls logically queued against the group
  - Waiting time, in seconds, of the longest call in queue.
- c. Multistage Queue Status Display - An arrangement that allows the supervisor to determine the length of time calls are held in queue before being answered.
- d. Multistage Queue Status Refresh - An arrangement that allows the Multistage Queue Status Display feature to be automatically updated on a regular basis.

## 2. ACD Supergroup Capability

This feature allows multiple ACD groups that are served by the same Central Office switch to distribute incoming ACD calls among the groups.

## 3. Operational Measurements

This feature provides Central Office traffic data to the customer's premises. This feature requires the Operational Measurement Interface and a Dedicated Communications Service Channel.

## 2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)

## E. BASIC AND DELUXE ACD SERVICE CENTREX SERVICE OPTIONAL FEATURE DESCRIPTIONS

Announcement Services, Queue Slots, and Queue Status Indication/Call Waiting Lamp are specified in the Optional Systems Features Section in Part 5, Section 1. Secondary Directory Telephone Numbers are specified in the Optional Line Features Section in Part 5, Section 1.

## 1. Announcement Services

When there are more incoming calls than available agents, delays are encountered before the calls can be answered. An announcement advising of the delay can be provided when a delay threshold is exceeded. A Central Office announcement may also be used when the ACD group is in Night Service. There are two options available to provide Announcement Service.

- a. Central Office Recorded Announcements - This arrangement utilizes a Central Office announcement machine, located in the Company's Central Office, that allows specific customer announcements.
- b. Customer Premises Announcements - This arrangement consists of an interface, located in the Company's Central Office, that provides access to customer-provided equipment (recorded announcement or music equipment) that is located on the customer's premises.

## 2. Queue Slots

Calls terminated on an ACD are placed in a queue in the order of their arrival when an agent is not available to answer them and are removed from queue as agents become available. Incoming calls are presented to the next available agent in the order of arrival with the highest priority first. Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. This optional feature requires a queue slot for each call to be held in queue. Basic ACD Service provides for an equivalent number of queue slots equal to the total number of agent positions in the ACD System. Additional Queue Slots are optional.

Additional Queue Slots are specified in the Optional System Features section of Part 5, Section 1 (Uniform Call Distribution (UCD) Service, Queue Slots).

2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)  
E. BASIC AND DELUXE ACD SERVICE CENTREX SERVICE OPTIONAL FEATURE  
DESCRIPTIONS (Cont'd)

3. Queue Status Indication/Call Waiting Lamp

This feature provides a visual indication when incoming calls to an ACD group have exceeded a predetermined threshold. This feature requires the Queue Status Lamp Interface and a Dedicated Communications Service Channel.

Queue Status Indication is specified in the Optional System Features section of Part 5, Section 1, of this guidebook (Uniform Call Distribution (UCD) Service, Call Waiting Lamp Interface).

4. Secondary Directory Telephone Numbers

Agent and supervisor positions can be assigned Secondary Directory Telephone Numbers in order to originate and receive non-ACD calls.

This optional feature is specified in the Optional Line Features section of Part 5, Section 1, of this guidebook (Secondary Directory Telephone Numbers).

## 2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)

## F. REGULATIONS

## 1. Provision of Service

- a. Automatic Call Distributor (ACD) Service is only offered in association with Centrex Service and Integrated Information Network (IIN) Service.
- b. Automatic Call Distributor (ACD) Service is furnished at the option of the Company subject to Central Offices equipped for this service and the availability of outside plant facilities and capacity.
- c. Providing ACD Service, and the method of providing ACD Service, will be at the option of the Company.

## 2. ACD Groups

- a. The customer may have more than one ACD group, but all service within a group must be either Basic ACD Service or Deluxe ACD Service.
- b. A customer may change a Basic ACD Agent Position to a Deluxe ACD Agent Position or vice versa; however, all positions in an ACD group must be changed.

## 3. Agent and Supervisor Positions

- a. A Basic and Deluxe ACD position may be configured as an agent position or a supervisor position or an agent position with supervisor capabilities.
- b. Agent positions may be served by standard telephone sets or Electronic Key Line telephone sets. Supervisor positions, however, must be served by Electronic Key Line telephone sets.

## 4. Customer Premises Equipment (CPE)

The Customer Premises Equipment (CPE) used to interface with ACD Service must comply with the Technical Reference Specifications as specified in AM-TR-NPL-000004 and AM-TR-PSS-000032.

## 2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)

## F. REGULATIONS (Cont'd)

## 5. Cancellation of Service

In the event of a customer-initiated cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in the process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the Service Establishment Charge, will apply. In addition, the applicable Service Connection Charge(s) as specified in Part 3, Section 1, of this guidebook will apply.

## 6. Temporary Suspension of Service

Temporary Suspension of Service is not available with ACD Service.

## 7. Payment for Service

## a. Month-to-Month Payment Plan

ACD Service is offered under the Month-to-Month Payment Plan as specified in H. following. The provision of ACD Service under the Month-to-Month Payment Plan is dependent on the availability of Central Office capacity and outside plant facilities.

## b. ACD Service is offered under the Optional Term Payment Plan (OTPP) as specified in Part 5, Section 1, of this guidebook. Customers may select the 36-Month, 60-Month or 84-Month Optional Payment periods as specified in H. following.

At the option of the Company, this service may be added coterminously to a customer's existing OTPP contract provided there is at least one year remaining on the existing OTPP contract.

If the customer does not want to add this service on a coterminous arrangement, the customer may elect an OTPP payment period equal to or shorter than its Centrex OTPP contract.

## 2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)

## G. APPLICATION OF CHARGES AND RATES

1. Each agent position and supervisor position requires a Centrex Service Line (Centrex Line or Electronic Key Line) at the charges and rates specified elsewhere in this guidebook.
2. All Basic and Deluxe Service Optional Services will be provided at charges and rates found elsewhere in this section of the guidebook.
3. A 9.6 Base Rate Service Channel, as specified in Part 15, Section 3, is required for the data link that provides the connection between the MIS interface, located in the Company's Central Office, and downstream processor located on the customer's premises. Additionally, an Exchange Termination (Digital, 9600 bps), located in the Company's Central Office, is also required as specified in Part 6, Section 2.
4. A Type 3002 Telecommunications Channel, as specified in Part 15, Section 2, is required for the data link that provides the connection between the Operational Measurement Interface, located in the Company's Central Office, and the customer-provided equipment. Additionally, an Exchange Termination (Analog, Dedicated, 2400 bps), located in the Company's Central Office, is also required as specified in Part 15, Section 3.
5. The Service Establishment Charge is applicable at the time service is established.
6. The following charges and rates are in addition to the charges and rates to furnish a communications system.

## 2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (Cont'd)

## H. CHARGES AND RATES

## 1. Nonrecurring Charges

Description /Billing Code/	Nonrecurring Charge
a. Service Establishment Charge, Per ACD Group /SESBA/	\$350.00
b. Subsequent Change Charge(s)	
Change from an agent position to a supervisor position or vice versa, Per Position /REAAR/	25.00
Change from Basic ACD to Deluxe ACD Service, Per Position /REAAS/	50.00
Change ACD Line Features(s), Per ACD Line	1
Change ACD System Feature(s) Per Occurrence	2
- Change ACD Data Table	
- Change Feature Access Code	
Change (or Add) Operational Measurement Table, Per Request /REAAAT/	100.00

NOTE 1: Apply Central Office Work Charge per Centrex Service Line.

NOTE 2: Nonrecurring charge based on the Company's costs plus a contribution.



**2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (cont'd)**

**H. Charges and Rates (cont'd)**

2. Rate Schedule

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Month-to-Month</u>	<i>Optional Payment Periods</i>			(C)
			<u>36 Month OTPP</u>	<u>60 Month<sup>/1/</sup> OTPP</u>	<u>84 Month<sup>/1/</sup> OTPP</u>	
a. Basic ACD Service						
Basic ACD Service, Per Position /APO1X/	\$75.00	\$27.00	\$20.00	\$18.00	\$17.00	

/1/ Effective December 31, 2011, the 84 month Optional Payment Period (OPP) is no longer available for new installations or renewals of Automatic Call Distribution (ACD) Service (which is only available with Centrex Service found in Part 5, Section 1). Effective September 1, 2013, the 60 month OPP term period is no longer available for new installations or renewals of ACD Service. ACD customers currently on a 60 month or 84 month OPP term period may continue service at their existing OPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

**2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (cont'd)**

**H. Charges and Rates (cont'd)**

2. Rate Schedule (cont'd)

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Month-to-Month</u>	<i>Optional Payment Periods</i>			(C)
			<u>36 Month OTPP</u>	<u>60 Month<sup>/1/</sup> OTPP</u>	<u>84 Month<sup>/1/</sup> OTPP</u>	
b. Deluxe ACD Service						
Deluxe ACD Service, Per Position /APO2X/	\$125.00	\$29.00	\$21.00	\$19.00	\$18.00	
MIS Data Stream, Per Interface /AM1/	225.00	90.00	75.00	65.00	60.00	
c. Basic and Deluxe ACD Service Optional Features						
Display Status Package, Per Position /FKS/	NO	3.50	3.50	3.50	3.50	
ACD Supergroup Capability, Per Supergroup /SGPPG/ Per ACD Group Within a Supergroup	200.00 50.00	30.00 10.00	20.00 5.00	20.00 5.00	20.00 5.00	
Operational Measurements, Per Interface /AQZ/	225.00	50.00	40.00	35.00	30.00	

/1/ Effective December 31, 2011, the 84 month Optional Payment Period (OPP) is no longer available for new installations or renewals of Automatic Call Distribution (ACD) Service (which is only available with Centrex Service found in Part 5, Section 1). Effective September 1, 2013, the 60 month OPP term period is no longer available for new installations or renewals of ACD Service. ACD customers currently on a 60 month or 84 month OPP term period may continue service at their existing OPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

**2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE (cont'd)**

**H. Charges and Rates (cont'd)**

2. Rate Schedule (cont'd)

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Month-to-Month</u>	<i>Optional Payment Periods</i>			(C)
			<u>36 Month OTPP</u>	<u>60 Month<sup>/3/</sup> OTPP</u>	<u>84 Month<sup>/3/</sup> OTPP</u>	
d. Basic and Deluxe ACD Service						
Centrex Service						
Optional Features						
Announcement Services <sup>/1/</sup>						
Queue Slots <sup>/1/</sup>						
Queue Status Indication/Call Waiting Lamp <sup>/1/</sup>						
Secondary Directory Telephone Numbers <sup>/2/</sup>						

/1/ See Optional System Features in Part 5, Section 1.

/2/ See Optional Line Features in Part 5, Section 1.

/3/ Effective December 31, 2011, the 84 month Optional Payment Period (OPP) is no longer available for new installations or renewals of Automatic Call Distribution (ACD) Service (which is only available with Centrex Service found in Part 5, Section 1). Effective September 1, 2013, the 60 month OPP term period is no longer available for new installations or renewals of ACD Service. ACD customers currently on a 60 month or 84 month OPP term period may continue service at their existing OPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply. (N)

## 3. SWITCH TO COMPUTER APPLICATIONS INTERFACE (SCAI) SERVICE

## A. GENERAL DESCRIPTION

1. Switch to Computer Applications Interface (SCAI) Service is an optional service arrangement for customers that elect Automatic Call Distributor (ACD) Service.
2. Switch to Computer Applications Interface (SCAI) Service provides for the simultaneous exchange of data between the telecommunications network and customer-provided data equipment (host computer). As an optional feature of ACD Service, SCAI Service allows the host computer to interact with ACD Service and provide ACD Service the following additional features:

- Coordinated Voice and Data Acceptance;
- Call Redirection Acceptance;
- Computer Assisted Call Transfer Acceptance;
- Computer Assisted Dialing Acceptance.

These features are defined in the Feature Descriptions section following.

3. SCAI Service requires a dedicated telecommunications channel to provide the connection between the Central Office and the host computer located on the customer's premises.
4. The required dedicated telecommunications channel (Dedicated Network Access Link (DNAL)) and the associated DNAL Termination are specified in the following guidebooks:

Ameritech Operating Company's Tariff F.C.C. No. 2, Section 8; P.S.C. of W. No. 2, Section 10.

## 3. SWITCH TO COMPUTER APPLICATIONS INTERFACE (SCAI) SERVICE (Cont'd)

## B. FEATURE DESCRIPTIONS

1. Coordinated Voice and Data Acceptance - An arrangement that provides for the simultaneous delivery of voice and data on incoming calls. The voice service is provided via the agent's line. Calling party information, data is provided via the customer's data device (host computer). When available, calling party number information may be provided with this feature.
2. Call Redirection Acceptance - An arrangement that allows the customer's host computer to notify the ACD Service to either allow an incoming call to be completed as dialed or redirect the call to an alternate designated telephone. This feature requires Coordinated Voice and Data Acceptance.
3. Computer Assisted Call Transfer Acceptance - An arrangement that allows the customer's host computer to notify the ACD Service to transfer or conference an incoming completed call from one agent's line to another agent's line. This feature requires Coordinated Voice and Data Acceptance.
4. Computer Assisted Dialing Acceptance - An arrangement that allows the customer's host computer to notify the switch to place a call(s) to a selected number(s) on behalf of a particular agent. This outgoing call arrangement allows the host computer to dial a predetermined list of numbers and connect the call to the agent's line when the party answers. This feature requires the Coordinated Voice and Data Acceptance feature.

## 3. SWITCH TO COMPUTER APPLICATIONS INTERFACE (SCAI) SERVICE (Cont'd)

## C. REGULATIONS

## 1. Provision of Service

SCAI Service is offered only in association with Centrex Service and Integrated Information Network Service that have the optional Automatic Call Distributor (ACD) Service.

SCAI Service may be provided only from Central Offices equipped for this service, subject to the technical imitations and availability of equipment and facilities.

## 2. Temporary Suspension of Service

Temporary Suspension of Service is not offered with SCAI Service.

## 3. All the ACD Service Lines in an ACD Group must be equipped with the same SCAI features.

## 3. SWITCH TO COMPUTER APPLICATIONS INTERFACE (SCAI) SERVICE (Cont'd)

## D. CHARGES AND RATES

The following charges and rates are in addition to the charges rates for any other service to furnish a communications system.

	USOC	Nonrecurring Charge	Monthly Rate
Agent Line Per Agent Line Equipped	NR92A	\$ 12.00	NO
ACD Group Per ACD Group Equipped	NR92B	185.00	NO
Coordinated Voice/Data Acceptance Per Agent Line Equipped	UDV	NO	\$3.00
Call Redirection Acceptance Per Agent Line Equipped	URE	NO	1.50
Computer Assisted Call Transfer Acceptance Per Agent Line Equipped	UTE	NO	1.50
Computer Assisted Dialing Acceptance Per Agent Line Equipped	UD5	NO	1.50

## 4. TYPE A, ACD-ESS SERVICE

## A. GENERAL

1. Type A, ACD-ESS Service provides a method of holding incoming calls in order of arrival (queuing) then hunting over and evenly distributing those calls on a first-in, first-out basis to available lines in a Multi-Line Hunt (MLH) group equipped for circular hunt. One call may be held in queue for each queue slot provided. This service is furnished from a No. 1 ESS Central Office and may be provided subject to the availability of facilities and capacity.
2. This service requires no unique station equipment. Standard non-button telephone(s) or button telephones(s) can be used for answering Type A, ACD-ESS incoming calls.
3. The total number of Type A, ACD-ESS Attendant Position Access Arrangements may not exceed the total number of call facilities resident in the Type A, ACD-ESS Common Equipment. These facilities may include any combination of the following types: Local business trunks, Foreign Exchange, Inward WATS and Tie Trunks.

## B. FEATURES

1. Type A, ACD-ESS Standard Features

Uniform Call Distribution - provides for an even distribution of incoming calls to available Attendant Positions.

Dial Intercommunication - on a four digit basis between ACD Attendant Positions.



## 4. TYPE A, ACD-ESS SERVICE (Cont'd)

## B. FEATURES (Cont'd)

## 1. Type A, ACD-ESS Standard Features (Cont'd)

Direct Outward Dialing - of exchange network calls from ACD Attendant Positions.

Call Transfer, Consultation Hold and Add-On Conference - Call transfer permits an Attendant Position user to transfer any call in progress to another ACD Attendant Position. The consultation hold feature permits an Attendant Position user to exclude an existing call and originate a call to another ACD Attendant Position for the purpose of consultation. After consultation the Attendant Position user may return to the initial call or may add-on the original call to the conversation.

## 2. Type A, ACD-ESS Optional Features

## Make Busy Arrangements

Individual Make Busy Arrangement - provides for a selected facility in the multi-line hunt group, to appear busy.

Group Make Busy Arrangement - provides for the multi-line hunt group to appear busy.

Call Waiting Indication - provides a visual indication of the delay the longest call in queue is experiencing. Up to three delay intervals may be visually provided.

Delay Announcement - provides one customer specified recorded announcement to the calls placed in queue.

Direct Inward Dialing (DID) service is not provided.

A minimum service period of 12 months applies to each rate element.

Temporary suspension of service is not offered with this service.

## 4. TYPE A, ACD-ESS SERVICE (Cont'd)

## C. RATES AND CHARGES

The following charges are in addition to the rates and charges for any service and equipment with which this service is associated.

	<u>USOC</u>	<u>Installation Charge</u>	<u>Per Month</u>
1. Type A, ACD-ESS Service			
- Common Equipment, per hunt group	A8A	\$ 839.95	\$ 16.35
- Attendant Position Access Arrangement, each <sup>1</sup>	A82	NO	12.80
- Queue Slots in excess of allowance of one per two Attendant Position Access Arrangements, each	A83RA	NO	1.35
2. Access Line Terminations			
- Business trunk terminations, each	NA	NO	NO
- Foreign Exchange and/or Foreign Central Office terminations, each	A8EFX	NO	77.50
- Tie Trunk and/or CCSA line terminations, each	A8ETL	NO	97.50

NOTE 1: Includes termination in the Common Equipment and one-half a queue slot.

4. TYPE A, ACD-ESS SERVICE (Cont'd)  
C. RATES AND CHARGES (Cont'd)

	<u>USOC</u>	<u>Installation Charge</u>	<u>Per Month</u>
3. Optional Features			
- Make Busy Arrangements <sup>1</sup>			
- Individual, each	A6G	\$ 39.00	\$ 5.20
- Group, each	A9A	39.00	5.20
- Call Waiting Indication <sup>1</sup>			
- Unique Timing State, each	A66CE	121.00	9.25
- Delay Announcements			
- Announcement, includes announcement machine (limit one)	A8GCE	60.25	110.00
- Announcement Trunk, each	A8GAT	142.50	20.75
- Attendant Position Access Arrangement, each	A8GST	-	1.70

NOTE 1: In addition apply rates and charges for the appropriate Dedicated Communications Services Signal Channel(s).