AUTOMATIC CALL DISTRIBUTION SERVICE

A. General

Automatic Call Distribution (ACD) Service is an optional service arrangement for Centrex Service (Part 5) and Integrated Information Network (IIN) Service (Part 20, Section 5). ACD Service provides an equal distribution of a large volume of incoming calls to predesignated groups of answering positions, known as agent positions. Incoming calls are served on a first-in, first-out basis and if all agent positions are busy, calls may be held in an incoming queue until an agent position becomes available or the caller disconnects.

The ACD Service switching function is performed in the Company central office and is available only from digital central offices where facilities have been provisioned for the service.

All customer-provided equipment used to interface with ACD Service is required to conform with the Technical Reference Specifications as used by the Company and found in Technical References AM-TR-NPL-000004 and AM-TR-PSS-000032, respectively.

ACD Service can be provided as Basic ACD service or Deluxe ACD service. The customer may have more than one ACD group, but within an ACD group, all positions must be either Basic or Deluxe. Deluxe ACD service provides for the capability for the optional feature Management Information System Data Stream (MIS).

An ACD Basic or Deluxe position may be configured as an agent position, a supervisor position or an agent position with supervisor capabilities.

B. System Requirements

Agent positions may be served by standard (2500) or Electronic Key Telephones; supervisor positions must be served by Electronic Key Telephones. When served by Electronic Key telephones, the rates and charges for the Electronic Key Line feature for agent and supervisor positions are as stated in Part 5, Section 1, and apply on a per ACD line basis.

AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)

C. **Description**

1. Basic ACD

    a. System Features

        Abandoned Call Clearing - Abandoned ACD calls are removed from incoming call queues and recorded announcements.

        ACD Directory Numbers - An ACD Directory Number (DN) is a unique number for receiving incoming ACD calls. ACD DNs are assigned to ACD groups and are not associated with individual ACD lines. The primary ACD DN and up to 16 supplementary DNs are available as standard and assignable 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.

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

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

        ACD 2500 Set Capability - Allows a 2500 set to be used as an agent position. Many of the ACD features can be used by 2500 sets through the use of access codes.

        Call Source Identification - To help the agent distinguish the type of incoming call, this feature enables CPE to display the extension number of the calling party (if the call originated from within the customer's Centrex group) or the identification code of the incoming trunk group.

        Call Transfer/Three Way Calling - Allows an agent or supervisor 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 - Allows a call that has been answered by an ACD agent and then transferred to another ACD group, to be time inserted in the new group's highest priority queue based on the total time the call has previously been enqueued and talking in the original ACD group.

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

AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)

C. **Description (cont'd)**

   1. Basic ACD (cont'd)

      a. System Features (cont'd)

         Forced Announcement for New and Overflowed Calls - Provides the option of a forced announcement to all newly arrived and overflowed calls regardless of current queue length.

         Incoming Call Queuing - Calls terminating 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. Priority levels can be assigned to incoming calls based on internal switch algorithms and specified by the customer. Calls of a higher priority get answered before calls of a lower priority. 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.

         Log-In/Log-Out - Offers agent log-in identification numbers and password options to control access to the ACD group. All agents and supervisors are required to log-in to a position before they can receive incoming ACD calls. When an agent is logged out, no ACD calls can be presented to the agent.

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

         Overflow of Enqueued Calls - Calls that have been enqueued for a predetermined amount of time are routed to a defined overflow queue or directory number for appropriate action. The call also remains in the original queue after being routed to the overflow queue.

         Overflow to ACD Groups - Upon reaching a queuing threshold, future ACD calls may be routed to another ACD group for handling.

         Queue Slots - Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue. Basic ACD Service allows for an equivalent number of queue slots equal to the total number of agent positions in the ACD system as standard. Additional Queue Slots are optional.

         Ring Threshold - If an agent does not answer an incoming ACD call before a threshold timer expires, the call is rerouted to the agent who has been idle the longest or is placed at the front of the incoming call queue if all agents are busy.

         Transfer To Incalls Key - Allows an agent to transfer an ACD call directly to another agent's incalls key within the same customer group.

AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)

C. Description (cont'd)

1. Basic ACD (cont'd)

    b. Agent Features

    Call Forcing - Absent the prior establishment of a Not Ready or Make Set Busy condition, an agent position equipped for Call Forcing will automatically be connected to the next incoming call. An audible alert is provided with this feature.

    Call Park By Agent - Allows an ACD agent to park calls. If the call is not retrieved within a customer-defined interval, then the call is recalled to the agent who parked it.

    Call Supervisor - Allows the ACD agent quick access to the supervisor for help or consultation.

    Called Name/Number Display - Provides display of the directory number the caller dialed and the associated ACD group name.

    Distinctive Ringing on 2500 Sets - Enables agents with 2500 sets to distinguish between ACD and non-ACD calls.

    Emergency Notification - Allows an ACD agent to immediately conference a supervisor, and/or a customer-provided auxiliary device (e.g. emergency recording device). If the intended supervisor or auxiliary device is not available at the time of the call, a backup route can be specified. A Centrex line is required to interface with the CPE auxiliary device.

    Incalls Key - Allows an agent to answer an incoming ACD call to any of the ACD group's DNs by pressing the Incalls key on their electronic business set.

    Make Set Busy - When Make Set Busy is activated, incoming calls are blocked from routing to the agent and the agent is logged out.

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

AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)

C. Description (cont'd)

1. Basic ACD (cont'd)

    c. Supervisor Features

        Agent Key - Allows a supervisor to access an agent position by pressing an assigned key rather than dialing the agent's directory number.

        Agent Observation - Allows the supervisor to observe ACD calls or calls presented to an agent's secondary directory number. A special tone may be provided to alert the agent when observation is activated on a call.

        Agent Status Indication - Helps the supervisor track the status of each agent position in the group. One agent key-lamp pair is assigned for each agent for which status indication is desired.

Lamp	Position Status
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 - Allows a supervisor to answer calls from agent positions.

        Answer Emergency - Allows a supervisor to answer an emergency call from an agent.

        Call Agent - Allows a supervisor to directly call an ACD agent position, or when used in conjunction with the Agent Observation feature, to conference into a call.

        Controlled Interflow - Allows the ACD supervisor to divert a group's new incoming ACD calls to a customer-predefined route due to a change in business conditions.

        Extended Agent Observe - Allows a supervisor to observe calls presented to an agent in any ACD group within the same customer group.

        Forced Agent Availability - Allows the ACD supervisor to require an agent to receive available incoming ACD calls by deactivating "Not Ready" on the agent's line.

        Observe Agent/Three-Way Calling - Allows a supervisor to monitor (visual) or observe (audio) three-way calls in which an agent is taking part.

        Supervisor Control of Night Service - The supervisor position may control the activation of Night Service for an entire ACD group so that no new ACD calls enter the incoming call queue.

AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)

C. **Description (cont'd)**

   2. Deluxe ACD

       a. The following features are available with Deluxe ACD:

           All Basic ACD System features, Agent features and Supervisor features.

           Management Information System (MIS) Data Stream - Provides a data stream containing call event records from the Company central office to a customer-provided downstream processor. The downstream processor can use this information to produce and display current statistics and to produce historical reports. In addition, MIS provides the ability to change ACD parameters for load management control. ACD/MIS capability requires a MIS Interface, an Exchange Termination located in the Company's Central Office, and a dedicated Telecommunications Channel facility.

           Line-of-Business Code - 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 particular line of business, the call category is recorded. More than one line-of-business code may be entered per call. On call release, the LOB code is sent to a customer-premises down stream processor through the MIS interface.

           Walkaway/Closed Key Operation - Allows agents to enter a code after activating the Not Ready Key that specifies the reason for being unavailable. Tracking of these codes in the Management Information System (MIS) allows management of agent activities by project.

           Variable Wrap-Up Time - Provides the ability to vary the interval between call completion and presentation of a new incoming call to an agent position on an individual agent or per group basis.

           Virtual Facility Group (VFG) Data in MIS - Conveys VFG call handling information over the MIS data stream at regular intervals.

AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)

C. Description (cont'd)

3. Optional Features available with ACD Basic or ACD Deluxe Service

a. Display Status Package

Display Agents Summary - Enables the ACD supervisor, using a business set with display, to quickly check the status of all ACD agent positions assigned to a particular agent group.

Display Queue Status - Displays the following information on the supervisor's set for the corresponding ACD number 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 oldest call in queue

Multistage Queue Status Display - Allows supervisors with display sets to determine the length of time calls are held in queue before being answered.

Multistage Queue Status Refresh - Allows Multistage Queue Status Display to be automatically updated on a regular basis.

b. Other Optional Features

Announcements Services/Music - May be used to advise callers of a call delay when a delay threshold is exceeded, to direct calls to after regular call center service hours, or, for some other customer-specified purpose. Customer provided music can be provided for callers in an ACD queue while waiting for an available agent. Multiple announcements may be used in succession following a specified sequence of events. Two types of announcement options are available:

Central Office Recorded Announcement - A central office announcement machine is utilized to provide up to 24 seconds of recorded announcement or silence provided by the customer. This feature requires Queue Slots and the Central Office Recorded Announcement.

Customer-Provided (CPE) Announcement Interface - Provides an interface to the customer premises for recorded announcement or music. This feature requires Queue Slots, the Interface to Customer Premises for Recorded Announcement or Music and a Telecommunications Channel facility.

AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)

C. **Description (cont'd)**

3. Optional Features available with ACD Basic or ACD Deluxe Service (cont'd)

b. Other Optional Features (cont'd)

Secondary Directory Telephone Numbers - Agent or supervisor positions can be assigned secondary directory telephone numbers that are Centrex (non-ACD) numbers for purposes of receiving and originating non-ACD calls.

Call Waiting Indications - When incoming calls waiting in queue have exceeded a predetermined threshold, a signal is sent from the central office to customer-provided equipment for visual indication. There may be individual or multiple thresholds. Requires the Call Waiting Indication interface and a Telecommunications Channel facility, per unique timing state threshold.

ACD Supergroup Capability - Enables multiple ACD groups, situated in either single or multiple locations and serviced by the same Company Central Office, to distribute calls dynamically among the separate groups based on the resources available at the time.

Operational Measurement Interface - Provides central office traffic data to the customer's premises. This feature requires the Operational Measurement Interface, an Exchange Termination, and a Dedicated Telecommunications Channel facility.

D. **Regulations**

Provision of Service
ACD Service is available to Centrex Service customers. All rates and charges applicable to Centrex Service are as stated in Part 5, Section 1.

ACD Groups
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.

Agent and Supervisor Positions
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.

Agent positions may be serviced by standard telephone sets or electronic key line telephone sets. Supervisor position, however, must be serviced by electronic key line telephone sets.

ACD Service is offered to Centrex Service customers under the terms and conditions of the Centrex Contract Terms as specified in Part 5, Section 1. The contract rates are payable over a period selected by the customer from those available. All conditions and regulations pertaining to the Contract Terms are included in the above mentioned paragraph.

AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)

E. Rates and Charges

The following rates and charges are in addition to the rates and charges of Part 5, Section 1 for Centrex Lines, ISDN Lines, Electronic Key Lines and any other services necessary to furnish a communications system, as well as, Telecommunications Channel charges, as required.

The rates for Centrex Service and/or Electronic Key Service, as stated in Part 5, Section 1, apply to ACD Basic and ACD Deluxe, agent and supervisor, positions on a per ACD line basis.

	I.N.C.	Per Mo.	36-Month Contract	60-Month[1] Contract	84-Month[1] Contract
Service Establishment Charge, per ACD Group /SEPDE/	$350.00				
1. Basic ACD, per position /APO1X/	75.00	$27.00	$20.00	$18.00	$17.00
2. Deluxe ACD, per postion /APO2X/	125.00	29.00	21.00	19.00	18.00
MIS Interface, per interface[2] /AM1/	225.00	90.00	75.00	65.00	60.00

3. Optional Features – Basic or Deluxe ACD

	I.N.C.	Per Mo.	36-Month Contract	60-Month Contract	84-Month Contract
Display Package, per position /FKS/	--	3.50	3.50	3.50	3.50

Add'l Secondary DNS, per number /SOT/   (See Optional Line Features, Part 5, Section 1)

Add'l Queue Slots, per slot /AQA/   (See Optional System Features, Part 5, Section 1)

Central Office Recorded Announcement, per announcement (per 24 seconds or fraction thereof) /RKQ/   (See Optional System Features, Part 5, Section 1)

Interface for Customer Provided Recorded Announcement or Music[3], per interface /N5A/   (See Optional System Features, Part 5, Section 1)

Call Waiting Indications[3], per unique timing state /SUGPL/   (See Optional System Features, Part 5, Section 1)

/1/ Effective December 31, 2011, the 84-month Term Payment Plan (TPP) term period is no longer   (C)
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 TPP term period is no longer available for new installations or renewals of ACD Service.
ACD customers currently on a 60 month or 84-month TPP term period may continue service at their
existing TPP 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/ Requires a 9.6 Kbps digital modem (Higher speeds are optional). See Part 6, Section 2 for rates and
a 4-wire digital facility to premises (See Part 15, Section 3 for rates).

/3/ Requires a Telecommunications Channel.

AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)

E. Rates and Charges (cont'd)

			36-Month Contract	60-Month[1] Contract	84-Month[1] Contract
		I.N.C.	Per Mo.		

3. Optional Features (cont'd)

	I.N.C.	Per Mo.	36-Month Contract	60-Month Contract	84-Month Contract
ACD Supergroup Capability, per super group /SGPPG/	$200.00	$30.00	$20.00	$20.00	$20.00
per ACD group within super group /SGPGG/	50.00	10.00	5.00	5.00	5.00
Operational Measurements Interface[2], per link /AQZ/	225.00	50.00	40.00	35.00	30.00

4. System Feature Changes

	One Time
1. Change an ACD system feature, per occurrence /REAG9/ - Delete or change an ACD system feature - Add or change a feature access code - Change a recorded announcement	$50.00
2. Station (line) feature change charge per line, per occasion /REAFM/ - Add, remove, or change (one or more) ACD features	16.00
3. Reconfigure an entire ACD line or change from agent to supervisor position (or vice versa), per line /REAAR/	25.00
4. Change from Basic or Deluxe ACD, per position /REAAS/	50.00
5. Add or change an operational measurement table /REAAT/	100.00

6. To configure an entire ACD group, the Service Establishment per ACD group charge applies.

/1/ Effective December 31, 2011, the 84-month Term Payment Plan (TPP) term period is no longer   (C)
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 TPP term period is no longer available for new installations or renewals of ACD Service.
ACD customers currently on a 60 month or 84-month TPP term period may continue service at their
existing TPP 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/ Requires a 2400 Baud analog modem (See Part 6, Section 2 for rates) and a 2-wire analog facility to
premises (See Part 15, Section 2 for 3002 channel rates).

SWITCH TO COMPUTER APPLICATIONS INTERFACE (SCAI)

A. General

Provides Centrex customers with the capability of the simultaneous exchange of data between telecommunications and data processing environments. This service is available in appropriately equipped offices. The end user must have Centrex service equipped with the Automatic Call Distribution (ACD) capability. All lines in the ACD Group must be equipped with the same SCAI features. This service also requires a Dedicated Network Access Link (DNAL) with the SCAI interface which can be ordered out of the interstate access tariff, F.C.C. No. 2 or out of the intrastate access tariff, I.C.C. No. 21. The DNAL will terminate in the Centrex and connect to the host computer, either on the end users' premises or at an enhanced service provider's location.

B. Available Features

There are four features available with the SCAI service. These are:

1. Coordinated Voice and Data Acceptance - allows for the simultaneous delivery of voice and data for incoming calls. This feature is required for the SCAI service. Calling party number information may be provided with this feature. Additional caller information may be requested to provide information to the agent line, however, this is determined by the customer's application.

2. Call Redirection Acceptance - allows the customers' host computer to notify the switch to allow the call to complete as dialed or redirect the call to an alternate number prior to the call being accepted by an agent. This feature also requires Coordinated Voice and Data Acceptance.

3. Computer Assisted Call Transfer Acceptance - allows the customer's host computer to notify the switch to transfer/conference the call from the agent that originally received the call to another agent. This feature also requires the Coordinated Voice and Data Acceptance.

4. Computer Assisted Dialing Acceptance - allows the customer's host computer to notify the switch to place a call to a selected number on behalf of the particular agent. This is an outgoing feature that allows the computer to dial a predetermined list of numbers and connects the call when a person answers. This feature requires Coordinated Voice and Data Acceptance.

SWITCH TO COMPUTER APPLICATIONS INTERFACE (SCAI) (cont'd)

C. Rates and Charges

Description /Billing Code/	I.N.C.	Per Mo.
Agent line		
- per line activation /NR92A/	$12.00	
ACD Group Translation		
- per ACD Group /NR92B/	185.00	
Coordinated Voice and Data Acceptance		
- per agent line /UDV/		$3.00
Call Redirection Acceptance		
- per agent line /URE/		1.50
Computer Assisted Call Transfer Acceptance		
- per agent line /UT5/		1.50
Computer Assisted Dialing Acceptance		
- per agent line /UD5/		1.50