

DIGITAL LOOP SERVICE

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Digital Loop Service (DLS), including the SuperTrunk option, will no longer be available to new customers (no current contract or service) on or after June 30, 2016. However, the Service will remain available for 9-1-1 Public Safety Answering Point (PSAP) customers that require channelization of their 9-1-1 trunking. It will be available to existing 9-1-1 PSAP users of the Service as well as new 9-1-1 PSAP customers needing the Service. With the noted 9-1-1 PSAP exception, customers having this service or who have placed orders which were accepted by the Company prior to this date, may continue such service from their present location, subject to the following conditions: new requests for physical changes to DLS, including the upgrade or downgrade of access/port speed, installation of new service, or moves to different service addresses will not be provisioned.

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A. General

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All rates, charges, terms and conditions set forth herein provide for the furnishing of service where suitable facilities are available and do not create an obligation of the Company to construct facilities especially for this service.

Other service offerings requested by the customer and not detrimental to this service or other services of the Company may be furnished in accordance with the regulations and at the rates and charges specified in the applicable sections of this Guidebook or other service publications of the Company.

1. Description

Provides the customer digital access to and from the Public Switched Telephone Network (PSTN) for circuit-switched voice (CSV) and circuit-switched data (CSD). This service employs a 1.544 Mbps facility capable of delivering up to twenty-four Line Terminations. The service is offered only for use with compatibly equipped FCC Part 68 equipment.

2. Service Components**a. Service Line - Line Termination**

Composed of the serving central office exchange access line equipment necessary for entry and exit of the public switched network for both long distance service and for local exchange calling appropriate to the calling option selected by the customer.

b. Service Line - Digital Transmission Loop Arrangement (DTLA)

Composed of a digital, multichannel transmission path, its related transmission equipment and the associated network interface device. Each arrangement provides two-way transmission for a capacity of up to 24 Line Terminations.

The DTLA, for Digital Loop Service, may be provided as a channel of a DS3 or higher digital transport service. When a DS3 or higher digital transport service is used the DTLA charge is not applied.

c. Local Exchange Usage

Utilization made of the public switched network for the usage associated with local exchange service.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 1.

DIGITAL LOOP SERVICE (cont'd)

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A. General (cont'd)

3. Regulations

- a. The following regulations are in addition to other regulations as stated in this and other service publications of the Company. For the purposes of this service, when such other regulations apply on a "per line" basis, they shall be interpreted in this instance as applying on a "per Line Termination" basis.
- b. Digital Loop Service is furnished subject to the availability of facilities and only within a LATA.
- c. It is offered with identical local exchange usage options and calling scopes as defined in Part 4 Section 1.
- d. Monthly recurring access line rates and charges as specified in Part 4 Section 1 are not applicable to this service. However, Service and Equipment charges to move or change service do apply on a per Line Termination basis. Other rates and charges for associated services (i.e., End User Line Charges, etc.), which normally would apply on a per line basis, will apply on a per Line Termination basis.
- e. Each Digital Transmission Loop Arrangement can contain both Direct Inward Dial (DID) and non-DID Line Terminations. The customer must initially indicate the specific location of each Line Termination within the multichannel transmission path. Subsequent change in this configuration will result in the application of appropriate charges expressed in Paragraph 1.C.
- f. Service provided under this Guidebook contemplates the customer's requested service location(s) are within the Base Rate Area (BRA) of the normal serving central office. Requests for Digital Transmission Loop Arrangements extending beyond the normal serving office BRA, when feasible, may be provided as stated in Part 5 Section 7, in addition to the rates stated in this Section.
- g. If a customer requests that Digital Loop Service be provisioned from an office other than the Digital Loop serving office designated by the Company, and if agreed to by the Company, Digital Loop Service may be extended to Company central offices within the same Local Access Transport Area (LATA) through the application of MegaLink 1.5 High Capacity Digital Service Interoffice Channel Mileage, DS3 Service or other suitable Company services.
- h. Customer requests for a change in central office designation or a relocation of service to another premises will be considered a disconnection and connection of new service.
- i. Except as otherwise noted, the minimum service period is 30 days.
- j. Except for the Local Exchange usage portion of this service, the temporary suspension of service provisions are not applicable.
- k. No performance guarantee is made or implied beyond those associated with the normal provisioning of Local Exchange Service.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 2.

DIGITAL LOOP SERVICE (cont'd)

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A. General (cont'd)

3. Regulations (cont'd)

- I. Note that special steps are required for PBX customers to have 9-1-1 service features consistent with those provided to other end users in the same 9-1-1 service area. Automatic Number Identification, Automatic Location Identification and/or Selective Routing are only available through coordination with the governmental agency responsible for 9-1-1 service within the area served by the PBX in accordance with the provisions of Section 28 of the General Exchange Tariff, P.S.C. MO-No.35.

4. Optional Features

Loop Protection

Provides automatic restoration of the Digital Transmission Loop Arrangement facility and physical route redundancy from the customer's serving wire center to be the point nearest the customer's premises that redundancy can be achieved in the event of a transmission failure caused by a single facility break or a single loop electronics failure. Loop protection is available when Digital Transmission Loop Arrangement is used. If DS3 or higher digital transport is used, loop protection native to that service applies. The automatic restoration capabilities are provided through use of intelligent components which are capable of sensing transmission failures in the fiber facilities. The primary and secondary transmission paths are separately routed in geographically and physically separate fiber optic cables up to the nearest point to the customer's premises that route redundancy can be achieved. In the event of a transmission failure, the intelligent components will automatically switch the Digital Loop Service from the primary to the secondary transmission path within 2.0 seconds. This service is provided subject to the limitations set forth in Part 2 – General Terms and Conditions of the Guidebook.

B. Application of Rates and Charges

1. Service components in Paragraph C are not offered separately nor independent of one another.
2. The Digital Transmission Loop Arrangement is available under Payment Option 1. Payment Option 2 is obsolete and limited to existing installations at existing locations for existing customers.
3. Each Digital Transmission Loop Arrangement must be entirely of the same payment option.
 - a. Once selected, the payment option will remain for the duration of the particular arrangement.
 - b. The payment option may vary between arrangement.
 - c. Application of the "Channel Location Changed or Rearranged" charge applies only to those changes or rearrangements made within a Digital Transmission Loop Arrangement or between those having a like payment option.
4. Local Exchange Usage in Paragraph C.1.3 shall conform to the principles of Paralleling Service as described in Part 2.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 3.

DIGITAL LOOP SERVICE (cont'd)

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B. Application of Rates and Charges (cont'd)

5. Under Payment Option 1, the customer shall select a service term for each Digital Transmission Loop Arrangement of either Month-to-Month or 12 consecutive months.^{/2/}
- a. If the customer selects a 12-month Service Term^{/2/}, the customer will be required to sign an agreement. The Service Term cannot be changed for the duration of this agreement. The monthly rate will not be subject to rate increases for the duration of the Service Term. Service Term Rates are lowered, the Company will apply the new lowered rates prospectively to all unexpired service term agreements.
 - b. If the customer disconnects the Digital Transmission Loop Arrangement prior to the expiration of the 12, 24, 36, 48, or 60 month service term^{/1/}, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other amounts previously owed to the Company. In addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of Digital Loop Service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's Service Term.

This charge will be waived if the customer converts the arrangement to another Company provided digital service for a service term that equals or exceeds the number of months remaining on the customer's Digital Loop Service agreement. This charge will also be waived for Digital Loop Service customers who move their service to another Company served location within Missouri if the service terms are continued at the new location. In such cases, Installation Charges and Service and Equipment Charges are applicable.

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/1/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of Digital Loop Service. Digital Loop Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.

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/2/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for Digital Loop Service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.

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/3/ Material formerly appeared in Part 6, Section 7, Sheet 4.

DIGITAL LOOP SERVICE (cont'd)

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B. Application of Rates and Charges (cont'd)

5. (cont'd)

- c. If additional Digital Transmission Loop Arrangements are ordered at a location where the customer has an existing Digital Loop Service term pricing agreement, the additional service(s) may be added to that agreement, so that the monthly rate and expiration date specified in the original agreement apply. As an alternative, the customer may choose the month-to-month payment option or a different term option for the service additions. Note that additions to an agreement are subject to the provisions described in Paragraph 1.B.5.2.
- d. Upon the expiration of the service term, the customer may:
 - 1. Continue service without establishing a new service term. Service will be provided on a month-to-month basis at the then current rate. This monthly rate will be subject to any rate changes approved by the Commission.
 - 2. Discontinue the service.
- e. If a service term agreement expires and the customer has not notified the Company regarding which option he elects, service will continue at the monthly rate in effect at that time for the month-to-month option.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 5.

DIGITAL LOOP SERVICE (cont'd)**C. Rates and Charges**

	USOC	Monthly Rate	Installation Charge	
			Initial Unit	Additional Unit ^{/1/}
1. Service Line - Line Termination, each ^{/2/}				
Inbound, Non-DID	/DLT1X/	\$ 2.85		
Inbound, DID	/DQT1X/	2.85		
Outbound	/DLTOX/	2.85		
Inbound/Outbound	/DLTCX/	2.85		
Special Hotel/Motel	/DHT/	2.85		
2. Service Line - Digital Transmission Loop Arrangement				
Payment Option 1				
Per Arrangement				
Month-to-Month ^{/3/}	/DLS/	6,690.00 (I)	\$ 700.00	\$ 600.00
12-Month Term ^{/4//6/}	/DLS/	240.00	630.00	540.00
24-Month Term ^{/4//5/}	/DLS/	215.00	525.00	450.00
36-Month Term ^{/4//5/}	/DLS/	205.00	350.00	300.00
48-Month Term ^{/4//5/}	/DLS/	194.00	175.00	150.00
60-Month Term ^{/4//5/}	/DLS/	183.00	0.00	0.00
Per Line Termination Activated ^{/2/}				
Non-DID Type, each	/DZA1X/	5.30	75.00	50.00
DID Type, each	/DZADX/	4.85	75.00	50.00
Per Line Termination and Channel Location Changed or Rearranged	/MVM/	-	131.00	89.00

/1/ Additional Unit Charge applies only when requested by the customer at the same time as Initial Unit.

/2/ These rates and charges are not applicable to SuperTrunk® customers.

/3/ When this service component is purchased in conjunction with the Missouri School Discount Program, refer to Part 2 Section 2 for the appropriate rules and regulations.

/4/ Business customers who currently have service with another carrier and now establish Digital Loop Service with the Company will receive a waiver of all Installation Charges, Service Connection Charges, and Conversion Charges associated with this rate element. To be eligible, the customer must not currently have any past due bills for regulated service owed to the Company, except in those cases where the customer and the Company have established mutually acceptable payment arrangements for collection of past due amounts. This offer cannot be combined with any other nonrecurring and/or conversion charge credits or waiver offers.

/5/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of Digital Loop Service. Digital Loop Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.

/6/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for Digital Loop Service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.

DIGITAL LOOP SERVICE (cont'd)

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C. Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	
			<u>Initial Unit</u>	<u>Additional Unit^{/1/}</u>
2. Service Line - Digital Transmission Loop Arrangement (cont'd)				
Payment Option 2 ^{/2/}				
Per Arrangement	/DLS/	\$115.65	\$19,250.00	\$18,900.00
Per Line Termination Activated				
Non-DID Type, each	/DZA1X/	1.40	525.00	475.00
DID Type, each	/DZADX/	1.35	510.00	455.00
Per Line Termination and Channel Location Changed or Rearranged	/MVM/	-	-	89.00
3. Local Exchange Usage				
a. Flat Rate Service ^{/3/} , per Line Termination (Basic)			Monthly Rate	
- Rate Group A			\$ 5.60	
- Rate Group B			13.70	
- Rate Group C-Principal Zone			16.80	
- Rate Group C-Metropolitan Calling Area (MCA)-1 Zones			20.10	
- Rate Group D-MCA-Principal Zone			27.25	
- Rate Group D-MCA-1 Zones			29.15	
- Rate Group D-MCA-2 Zones			31.65	
- Local Metro "A"			30.40	
b. Measured Rate Service, per Line Termination				
- All rate groups				NOTE: Local Measured Service usage charges apply as specified in Part 4 Section 2.
c. Message Trunks, per Line Termination				NOTE: See Part 4 Section 2 for message service availability, message allowance and charge per additional message.

/1/ Additional Unit Charge applies only when requested by the customer at the same time as Initial Unit.

/2/ Obsolete – limited to existing installations at existing locations for existing customers, except additional line termination activations may be permitted to the extent spare capacity is available on existing arrangements.

/3/ Rates are not applicable to SuperTrunk® customers.

/4/ Material formerly appeared in Part 6, Section 7, Sheet 7.

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DIGITAL LOOP SERVICE (cont'd)

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C. Rates and Charges (cont'd)

		<u>Monthly Rate</u>		
3. Local Exchange Usage (cont'd)				
d.	Non-Optional Extended Area Service ^{/1/} , per Line Termination or per Switch Use for SuperTrunk	NOTE: See Part 4 Section 1 for Extended Area Service additive where applicable.		
e.	Optional Metropolitan Calling Area (MCA) Service ^{/1/} , per Line Termination or per Switch Use for SuperTrunk	NOTE: See Part 4 Section 1 for Optional MCA Service availability, calling scopes, regulations, and rates and charges.		
4. Optional Features		<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
	Loop Protection ^{/2/} , per Digital Transmission Loop Arrangement	/SB31X/	\$140.00	\$328.00

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/1/ These rates are in addition to the applicable rates specified in Paragraphs C.a., b., and c.

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/2/ Loop Protection Feature will be provided where fiber optic facilities are available. Special Construction Charges may apply when fiber optic facilities are not available or unusual expenditures are involved in making them available to provide this feature. When requested by the customer prior to installation, the Special Construction charges may be deferred over a period of 12, 24, 36, 48 or 60 months. The deferred monthly value shall be determined by multiplying the special construction charge by the appropriate annuity factor, as found in Part 2 – General Terms and Conditions of the Guidebook. A charge equal to the remaining payments will be due immediately should the customer terminate the service prior to completing payment of the deferred charge.

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/3/ Material formerly appeared in Part 6, Section 7, Sheet 8.

DIGITAL LOOP SERVICE (cont'd)

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D. SuperTrunk®**1. Description**

SuperTrunk offers a direct T1 connection from the Company's digital switch to the customer's premises as an option of Digital Loop Service. Each SuperTrunk provides 24 exchange channels and will allow all channels to receive and generate calls. It will be available in digital offices where facilities permit and requires Touch-tone on all stations. Line side features are not available with SuperTrunk; therefore, if a customer wants vertical features (e.g., Custom Calling Services) on their PBX out dials and combo trunks, they should not subscribe to SuperTrunk. Direct Inward Dial (DID) numbers may or may not be assigned to these trunk groups. See Part 8 Section 1 for applicable DID rates. This service consists of three service components described herein. Service components are not offered separately or independent of one another.

2. Standard Service ComponentsSuperTrunk Port

A direct T1 termination on the digital switch that provides 24 exchange channels. The port will provide incoming and outgoing digital connectivity to the switch network.

Transport Element

A Digital Transmission Loop will connect the SuperTrunk termination to the customer's premise. Each arrangement provides two-way transmission with a maximum capacity of 24 Line Termination. Refer to paragraph B in this Section, Rates and Charges – Application, for regulations that apply to the Digital Transmission Loop. The Digital Transmission Loop Arrangement for SuperTrunk may be provided as a channel of a Company provided DS3 service. When a DS3 service is used, the Digital Transmission Loop Arrangement charge is not applied.

Switch Use

Includes the use of the Public Switched Telephone Network.

3. Application of Rates

- a. The customer shall select either a month-to-month or a 12-month Service Term for each SuperTrunk Port.^{/1/2/}
- b. If the customer selects a 12-month Service Term^{/1/2/}, the customer will be required to sign an agreement. The service term cannot be changed for the duration of this agreement. The monthly rate will not be subject to rate increases for the duration of the service term. Service term rates are lowered, the Company will apply the new lowered rates prospectively to all unexpired service term agreements.

/1/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of SuperTrunk Service. SuperTrunk Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.

/2/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for SuperTrunk Service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.

/3/ Material formerly appeared in Part 6, Section 7, Sheet 9.

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DIGITAL LOOP SERVICE (cont'd)

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D. SuperTrunk® (cont'd)

3. Application of Rates (cont'd)

- c. If the customer terminates the SuperTrunk service agreement prior to the expiration of the 12-, 24-, 36-, 48- or 60-month service term^{/1//2/}, the customer shall pay a termination charge for each SuperTrunk Port and Switch Use Element disconnected. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of SuperTrunk service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's service term.

This charge will be waived if the customer converts the arrangement to another Company provided digital service for a service term that equals or exceeds the number of months remaining on the customer's SuperTrunk service agreement. This charge will also be waived for SuperTrunk customers who move their service to another Company served location within Missouri if the service terms are continued at the new location. In such cases, Installation Charges and Service and Equipment Charges are applicable.

- d. If additional SuperTrunk Ports are ordered at a location where the customer has an existing SuperTrunk Port term pricing agreement, the additional service(s) may be added to that agreement, so that the monthly rate and expiration date specified in the original agreement apply. As an alternative, the customer may choose the month-to-month payment option or a different term option for the service additions.
- e. Upon expiration of the 12-, 24-, 36-, 48- or 60-month service term^{/1//2/}, the customer may:
1. Continue service without establishing a new service term. Service will be provided on a month-to-month basis at the then current rate. This monthly rate will be subject to any rate changes.
 2. Discontinue the service.
- f. If a service term agreement expires and the customer has not notified the Company regarding which option they elect, service will continue at the monthly rate in effect at that time for the month-to-month option.

/1/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of SuperTrunk Service. SuperTrunk Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.

/2/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for SuperTrunk Service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.

/3/ Material formerly appeared in Part 6, Section 7, Sheet 10.

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DIGITAL LOOP SERVICE (cont'd)**D. SuperTrunk® (cont'd)**

4. Rates and Charges

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
a. SuperTrunk Port	/N2Y1X/		
Month-to-Month		\$6,690.00 (I)	\$200.00
12-Month Term ^{/1//3/}		275.00	-
24-Month Term ^{/1//2/}		245.00	-
36-Month Term ^{/1//2/}		235.00	-
48-Month Term ^{/1//2/}		225.00	-
60-Month Term ^{/1//2/}		215.00	-
b. Transport Element ^{/1/}	/DLS/	Rates and Charges are found in C.2.	
c. Switch Use			
With DID, per channel	/TF7CX/		
Month-to-Month		\$400.00 (I)	-
12-Month Term ^{/3/}		17.00	-
24-Month Term ^{/2/}		17.00	-
36-Month Term ^{/2/}		17.00	-
48-Month Term ^{/2/}		17.00	-
60-Month Term ^{/2/}		17.00	-
Without DID, per channel	/T2PCX/		
Month-to-Month		400.00 (I)	-
12-Month Term ^{/3/}		17.00	-
24-Month Term ^{/2/}		17.00	-
36-Month Term ^{/2/}		17.00	-
48-Month Term ^{/2/}		17.00	-
60-Month Term ^{/2/}		17.00	-

/1/ Business customers who currently have service with another carrier and now establish SuperTrunk with the Company will receive a waiver of all Installation Charges, Service Connection Charges, and Conversion Charges associated with this rate element. To be eligible, the customer must not currently have any past due bills for regulated service owed to the Company, except in those cases where the customer and the Company have established mutually acceptable payment arrangements for collection of past due amounts. This offer cannot be combined with any other nonrecurring and/or conversion charge credits or waiver offers.

/2/ Effective August 31, 2011, 24-, 36-, 48- and 60-Month Service Term Agreements are no longer available for new installations or renewals of SuperTrunk Service. SuperTrunk Service customers currently on a Service Term Agreement may continue service at their existing rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service by entering into a new 12-month Service Term Agreement at the then current applicable 12-month rates. If the customer does not enter into a new 12-month Service Term Agreement, or request discontinuance of the service, the Month-to-Month rates in effect at such time will automatically apply.

/3/ Effective December 1, 2015, customers may not establish new Service Term Agreements of any length for SuperTrunk Service, and existing Service Term Agreements may not be renewed. For new service, or for existing service after any Service Term Agreement expires, service will be provided only on a month-to-month basis.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/}***Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)*****A. General**

Automatic Call Distributing Systems provided by Electronic Switching Systems (ACD-ESS) is a range of ACD services. Service provision utilizes No. 1 Electronic 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.

The following terms as used in this Section are defined below:

Network Access Registers - provide access between the local exchange network and the ACD-ESS. It performs a service comparable to a Private Branch Exchange (PBX) trunk.^{/2/}

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. Rules and Regulations

The following rules and regulations are in addition to other rules and regulations as stated in this Section and Part 2 – General Terms and Conditions.

1. Provision of this service, or a portion thereof, is available only where facilities and operational conditions permit.
2. 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.
3. 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, so as to prevent impairment of general telephone service as discussed in Part 2 – General Terms and Conditions of the Guidebook.
 - 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/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Directory Assistance Service General Regulations, Allowances, Exemptions and Rates found in Directory Services Section of this guidebook as they apply to Private Branch Exchange Service trunks are applicable.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**B. Rules and Regulations (cont'd)**

3. 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 and 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 connecting 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 Serving Office, WATS, Tie Lines, CCSA and Network Access Registers, channel charges as found in Part 15, Section 2 of Private Line Service apply from the ACD-ESS serving office to the customer's premises for the channel associated with each such excess console.
- e. Appropriate Part 15 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 connecting 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 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 paragraph B.4.h.
- h. The ACD-ESS offering contemplates the customer's location being located within the same serving 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 serving 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 Part 15, Section 2 of Private Line Service, channel charges for the distance from the ACD-ESS serving office to the normal serving office of the customer's location will be applied for each console.

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**B. Rules and Regulations (cont'd)**

3. Facilities (cont'd)

- 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.
- j. The operating 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.

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

5. 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.

6. 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

Optional Features

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

(C)

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)

B. Rules and Regulations (cont'd)

6. 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)

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 (Maximum of 1000 per system)

(C)

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

Teletypewriter Management Information System

Service Supervising

Agent Information Announcement Access

Alternate Traffic Routing

Direct Outward Dialing

Touch-Tone Calling Service on Intercommunication Service

Agent Status Display Console

Key Control and Alarm Console

Optional Reserve Power

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)

B. Rules and Regulations (cont'd)

6. 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
One listing for the system
Uniform distribution of incoming calls to answering positions on a per split basis (maximum of 30 splits per system)
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)

(C)

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

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**B. Rules and Regulations (cont'd)**

7. Additional listings (including those needed for 2 through 30 splits) will be obtained under Guidebook rates for Business Extra Listings as covered in Part 12, Section 1 of the Guidebook. (C)

8. Complex Inside 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 ACD-ESS premises components will be provided based on costs, including engineering, labor and material, except as otherwise noted.

9. 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.

10. Plan I and Plan II Service

Where items of equipment offered under this Section for ACD-ESS are available under Plan I and Plan II (paragraphs D.3. and D.4.) the following additional rules and 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 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 change by the Company during the Fixed Rate Term, but will remain subject to the regulations of the Missouri Public Service Commission. 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.

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**B. Rules and Regulations (cont'd)**

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

- 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 Complex Installation/Move 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 a 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. All equipment provided on a single customer order and offered under this section of the guidebook under Plan I must be provided under the terms of the same Plan I Fixed Rate Term.
- 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.
- i. Plan II customers may elect to change to any Plan I payment period. In this event, initial Plan I Complex Installation/Move Charges will not apply and the Fixed Rate Term will commence as of the date the customer elects to make the change.
- 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.

11. Nonrecurring Charges

a. Type A & B Service

The ACD-ESS nonrecurring and Complex Installation/Move Charges are in addition to appropriate service charges provided for in Part 3, Section 1. For those items designated as being available under the Plan I, paragraph, D.3., Complex Installation/Move 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 Complex Installation/Move Charges as an additive to the Fixed Monthly Rate, the following annuity factors must be applied to convert the Complex Installation/Move 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.

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**B. Rules and Regulations (cont'd)**

11. Nonrecurring Charges (cont'd)

b. Type C Service

The ACD-ESS nonrecurring and Complex Installation/Move Charges are in addition to appropriate service charges provided for in Part 3, Section of the Guidebook. For those items designated as being available under Plan I, paragraph D.4., Complex Installation/Move Charges may, at the customer's option, be paid as additional monthly charges over selected fixed payment periods to coterminate with the Plan I payment period selected for the item of service. If the customer elects to pay Complex Installation/Move 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>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>	<u>120 Months</u>
.0329	.0214	.0166	.0130

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.

C. Feature Descriptions

1. Type A & B Service

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.

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).

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: 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.

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**C. Feature Descriptions (cont'd)**

1. Type A & B Service (cont'd)

Agent Information Announcement Access - provides dial access to a premises-located announcement source.

Agent Status Display Consoles - contains lamps capable of showing present work status of up to 20 agents.

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.

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.

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.

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 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 group(s).

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**C. Feature Descriptions (cont'd)**

1. Type A & B Service (cont'd)

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.

2. Type C Service

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.

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).

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: 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 Status Display Consoles - can display the status of up to 20 agents. Five status lamps are associated with each agent.

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**C. Feature Descriptions (cont'd)****2. Type C Service (cont'd)**

ACD-ESS Management Information System-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 link(s) 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.

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 for 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.

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)

C. Feature Descriptions (cont'd)

2. Type C Service (cont'd)

Key Control & Alarm Console - has 30 illuminated keys. The keys can be used to activate/deactivate threshold conditions, for alternate routing of traffic, initiate night transfer arrangements, restrict outgoing calls on 2-way trunks, etc. This console also provides fuse alarm indications.

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 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 group(s).

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.

Uniform Call Distribution - provides an even distribution of incoming calls to available answering positions.

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates**

1. Type A & B Service

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Type A ACD-ESS Common Equipment /A8A/	A	\$13.70	\$586.00	\$6.75
Station line - includes central office termination, one-half queue slot, intercommunication within the same ACD-ESS system, inward and outward access to the telecommunications network, each /A69/ ^{/2/}	A	33.35	11.80	28.50

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ 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. of this Section.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Make Busy Arrangements: ^{/2/}				
- per station /A6G/	A	\$2.00	\$44.00	\$6.75
- per group of stations /A9A/	A	2.00	44.00	6.75
Calls Waiting Indication, central office equipment:				
- per unique timing state to be indicated in a split, each /A66CE/ ^{/3/}	A, B	3.75	118.00	6.75
Premises common equipment, one required for 72 consoles or fraction thereof, each /A8JCE/	B	/5/	/5/	/5/
Delay Announcements:				
- per announcement /A8GCE/	A, B	48.25	99.00	6.75
- per announcement access trunk, each /A8GAT/ ^{/4/}	A, B	9.70	100.00	6.75
- per station, each /A8GST/	A	.85	---	6.75
- per ACD-ESS terminal, each /A8GTT/	B	1.70	---	5.50

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Also apply rates for the appropriate control channel between the customer's premises and the ACD-ESS serving office for each key required.

/3/ Also apply private line charges as specified in Part 15, Section 2 for control channel for each different indication arrangement and charges as specified in this guidebook for premises-located station auxiliary signal and relay equipment.

/4/ Number of trunks is specifiable by customer.

/5/ Rates and charges are found in paragraph D.3.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Network Access Register, each ^{/2,3,4/}	A, B	PBX Trunk Rate	---	^{/7/}
Foreign Exchange and Foreign Central Office Service Termination on ACD-ESS queuing equipment, each /A8EFX/	A, B	\$49.40 ^{/6/}	\$123.00 ^{/6/}	\$5.50
Tie Line ^{/5/} or Private Switched Service (CCSA) Access Line Termination on ACD-ESS queuing equipment, each /A8ETL/	A, B	48.85 ^{/6/}	123.00 ^{/6/}	5.50
Tie Line Termination ^{/5/} or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment, each /A3L/	A, B	56.30 ^{/6/}	123.00 ^{/6/}	5.50

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Apply rates and charges for Touch-Tone Calling Service applicable to Private Branch Exchange trunks.

/3/ If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.

/4/ Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.

/5/ Also includes "trunk-to-station" tie line terminations.

/6/ These rates are in addition to charges for the actual facilities which are covered in this and other Guidebooks.

/7/ Refer to the Part 3 of the Guidebook for appropriate Service and Equipment Charge.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Type B ACD-ESS Common Equipment, per system:				
- Central Office Components /A3D/	B	\$1,350.60 ^{/2/}	\$9,200.00 ^{/2/}	---
- Premises Components /A3P/	B			6.00
Per 120 consoles or fraction thereof /A3Z/ ^{/3/}	B	167.65	351.00	5.50
Per 72 consoles or fraction thereof /A8B/	B	^{/2/}	^{/2/}	6.00
Per split arranged for queuing,				
- First on requested order /A3S/	B	7.60	438.00	5.50
- Each additional on the same order /A3S/	B	7.60	341.00	5.50
Queue slot, each /A83RA/ ^{/4/}	A, B	1.60	10.10	6.75

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Rates and charges are found in paragraph D.3., of this Section.

/3/ A basic termination charge of \$4,450.00 applies, reduced by 1/60 for each month this service is retained in service.

/4/ The number of queue slots is specifiable by the customer where the serving central office is so equipped.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Attendant Positions:				
- Per agent or supervisory multibutton console, each /A8C/	B	/2/	/2/	/2/
- Per supervisor single- line set, each /A9B/ ^{/3/}	B			
Rotary Dial		\$1.80	---	\$6.00
Touch-Tone		2.55	---	6.00
ACD-ESS Terminal, each /A3E/ ^{/4,5,6/}	B	26.30	\$25.00	5.50

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Rates and charges are found in paragraph D.3.

/3/ Applies 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 multibutton telephone keys for termination. Incoming ACD-ESS calls may not be processed to these single-line sets

/4/ In addition, apply rates found in Part 15, Section 2 a channel between the ACD-ESS serving office and the customer's premises for each six terminals or fraction thereof.

/5/ When used as supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.

/6/ One voice grade channel is provided according to the regulations found preceding.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Agent Assist Terminal - one required for each serving office termination used for channels over which agents obtain assistance from a supervisor console, each /A3G/ ^{/2,3,4,5/}	B	\$5.60	\$158.50	\$5.50
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 /A3J/ ^{/2,4,5/}	B	5.35	158.50	5.50

/1/ Obsolete - applicable to existing installations at existing locations for existing customers.

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

/3/ If visual supervision is required, additional equipment furnished at the customer's expense will be required.

/4/ If terminal lines are installed in telephone instruments other than Agent or Supervisory Consoles, the customer will furnish this equipment.

/5/ When a single-line instrument is required for termination, also apply rates for Supervisors Single-Line Console.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Night Transfer, per split equipped /A3T/ ^{/2,3/}	B	\$1.85	\$37.60	\$6.00
Call Origin Announcements:				
- Per announcement /A8FTG/	B	48.25	89.00	6.00
- Additional equipment required for Foreign Exchange or Foreign Serving Office lines to reach Call Origin Announcements, each line /A8FTE/	B	2.55	69.75	6.00
- Per ACD-ESS Terminal /A8FTR/	B	1.25	---	6.00
Flexible First Delay Announcement ^{/4/}				
- Announcement, each /A30CE/	B	48.20	115.00	5.50
- Trunk to access the flexible delay announcement, each /A30AT/	B	9.70	100.00	5.50
Agent Emergency Alert Arrangement, one required per 24 consoles or fraction thereof with the service supervising provided, each /A85AM/	B	/5/	/5/	/5/

/1/ This service is obsolete and was grandfathered on March 30, 1990.

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

/3/ 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 the customer's expense.

/4/ This element is supplemental to Delay Announcement items.

/5/ Rates and charges are defined in paragraph D.3.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)	Service Type(s)	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge
System Display and Control Equipment:				
- Display and Control Unit, central office components, each /A4C/	B	\$20.85	\$233.00	\$6.00
- Premises components, each /A8K/	B	/2/	/2/	/2/
- Optional printer associated with a Display and Control Unit, each /A8P/	B	/2/	/2/	/2/
- Agent to split patterns, each /A9GAS/	B	5.40	233.00	6.00
- Agent to reporting group patterns, each /A9GAR/	B	5.40	208.00	6.00
Dynamic Traffic Display				
- Common equipment for up to 20 display units, for a maximum of 12 splits, with a split displayed no more than five times, each /A8LCE/ ^{/3/}	B	19.10	1,100.00	6.00
- Per split /A8LSP/	B	9.20	---	6.00
- Dynamic traffic display units displaying information on, one split each /A8M/	B	/2/	/2/	/2/
- Display controller, one required one split units, each /A8LUC/	B	/2/	/2/	/2/
- Common equipment, one required per 30 Dynamic Display Units, each /A8LMF/		56.85	---	6.00
Agent Status Display Console, each /A9C/	B	/2/	/2/	/2/
Key Control and Alarm Console,				
- Console with up to ten keys equipped for alarm conditions, each /A8Q/	B	/2/	/2/	/2/
- Keys equipped for activation/ deactivation of control functions at the central office, each key /A4K/ ^{/4/}	B	1.75	84.25	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Rates and charges are defined in paragraph D.3.

/3/ In addition, apply Private Line Service charges for one channel for each common equipment.

/4/ In addition, apply a Series 101 Channel as specified in Part 15, Section 2. One channel required for each function controlled by key.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Teletypewriter Management Information System (MIS)				
Common equipment for teletypewriter - one required for ACD-ESS system, each (A8T) ^{/2/}	B	\$151.35	\$572.00	\$6.00
Split Counts:				
- Common equipment, one required for each five splits or fraction thereof:				
Half hourly and daily counts, each (A8SHH)	B	124.95	50.50	6.00
Hourly and daily counts, each (A8SHC)	B	62.45	50.50	6.00
- Counts per split, up to 19 counts, each (A8SSC)	B	13.70	302.00	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ In addition, the customer will be required to provide 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.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Teletypewriter Management Information System (MIS) (cont'd)				
Report Group Counts:				
- Report Groups, each /A8VCE/	B	\$4.40	\$269.00	\$6.00
- Report Group Counts				
- Common equipment, one required for each five report groups or fraction thereof:				
Half hourly and daily counts, each /A8VHH/	B	79.05	50.50	6.00
Hourly and daily counts, each /A8VHC/	B	39.55	50.50	6.00
- Counts per report groups, up to nine counts, half hourly, hourly or daily, each /A8VRC/	B	6.45	302.00	6.00
Trunk Group Counts:				
- Common equipment, one required for each five trunk groups or fraction thereof:				
Half hourly and daily counts, each /A8WHH/	B	26.30	50.50	6.00
Hourly and daily counts, each /A8WHC/	B	13.20	50.50	6.00
- Counts per trunk group, up to six counts /A8WTC/	B	4.30	24.00	6.00
- Nonusage Trunk Reports common equipment /A8XCE/	B	5.10	176.00	6.00
per trunk /A8XTE/	B	.20	---	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Equipment for Service Supervising of Agent Console Position-Circuits: ^{/2/}				
- Agent Assist and/or Agent Call Terminal equipped for service supervising, each /A8HAT/	B	\$6.60	---	\$5.50
- Common equipment, one required for a group of 72 consoles or fraction thereof, each /A8HCE/	B	/3/	/3/	/3/
- Auxiliary Equipment, one required for a group of 24 consoles or fraction thereof, each /A8HAE/	B	/3/	/3/	/3/
- Service Supervising Trunk to access agent position circuits, a maximum of six trunks may be provided for group of 72 consoles or fraction thereof, each /A8HMT/ ^{/4/}	B	12.40	\$595.00	5.50
Optional Emergency Reserve Power	B	/5/	/5/	/5/

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Service Supervising arrangements are subject to additional equipment requirements for service observing.

/3/ Rates and charges are defined in paragraph D.3.

/4/ Apply Private Line Charges for a Series Type 311 channel as specified in Part 15, Section 2 for each service supervisory trunk.

/5/ Rates will be provided via a Special Service Arrangement Request.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

1. Type A & B Service (cont'd)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Agent Information Announcement Access, each ^{/2/}	A, B	^{/3/}	^{/3/}	^{/2/}
Alternate Traffic Routing:				
- Common equipment in central office, one required per system (A4RCE)	B	\$.95	---	\$6.00
- Per split (A4RSE)	B	8.25	\$101.00	6.00

Nonrecurring Charges

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 charges applies.

Major Addition	\$300.00
Minor Addition	75.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ In addition, apply charges from Part 15, Section 2 for channels between the ACD-ESS serving office and the location of the announcement source. Announcement equipment may be subject to charges for an appropriate connecting arrangement as found in Part 2, Section 9 or Part 20, Section 2.

/3/ Rates will be provided via a Special Service Arrangement Request.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/6/}</u>
a. Central Office System Components			
System Common Equipment /A2B/	\$1,448.60	\$10,600.00	---
Attendant Line Frame, per 120 consoles or fraction thereof /A3Z/	138.50	740.00	\$5.50
ACD-ESS Terminal, each /A2T/ ^{/2,3,4/}	18.60	9.50	5.50
Queuing Service, per split arranged			
- First on requested order /A3S/	6.25	268.50	5.50
- Each additional on the same order /A3S/	6.25	68.75	5.50
Queue slot, each /A83RA/ ^{/5/}	.70	----	6.75

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ When used with supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.

/3/ One voice grade channel is provided according to the regulations found in this guidebook.

/4/ Refer to Part 3, Section 1 for the appropriate service charge/s/ when installed subsequent to the initial installation of the system.

/5/ The number of queue slots is specifiable by the customer where the central office is so equipped.

/6/ The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/8/}</u>
a. Central Office System Components (cont'd)			
Network Access Register, each ^{/2,3,4/}	PBX Trunk Rate	----	^{/7/}
Foreign Exchange and Foreign Serving Office Service Termination on ACD-ESS queuing equipment, each /A8EFX/	\$45.55	^{/6/}	\$5.50
Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS Queuing equipment, each /A8ETL/ ^{/5/}	45.65	^{/6/}	5.50
Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment each /A3L/ ^{/5/}	37.65	^{/6/}	5.50

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Apply rates and charges for Touch-Tone Calling Service applicable to Private Branch Exchange trunks.

/3/ If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.

/4/ Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.

/5/ Also includes "trunk-to-station" tie line terminations.

/6/ These rates are in addition to charges for the actual facilities which are covered in this and other guidebooks.

/7/ Refer to Part 3 for appropriate Service and Equipment Charge.

/8/ The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/6/}</u>
a. Central Office System Components (cont'd)			
Data Link			
- Per 100 consoles or fraction thereof /A2C/ ^{/2/}	\$110.25	\$260.00	\$5.50
- AEMIS Interface /A2E/ ^{/2/}	110.25	260.00	5.50
b. Premises System Components			
Cabinet A assembly, capacity 50 consoles ^{/3/}			
- First cabinet A /A21/	/4/	/4/	5.50
- Each additional cabinet A /A22/	/4/	/4/	5.50
Cabinet B assembly, capacity 50 consoles, each /A2F/ ^{/3/}	/4/	/4/	5.50
Additional Line Circuit Carriers, each /A2L/ ^{/5/}	/4/	/4/	5.50
Consoles: 10-button			
- Agent, each /A2G/	/4/	/4/	6.00
- Supervisor, each /A2M/	/4/	/4/	6.00
- 20-button			
Agent, each /A2H/	/4/	/4/	6.00
Supervisor, each /A2N/	/4/	/4/	6.00
- With Fixed Lamp Field,			
Agent, each /A2J/	/4/	/4/	6.00
Supervisor, each /A2P/	/4/	/4/	6.00
- With Alphanumeric Field,			
Agent, each /A2K/	/4/	/4/	6.00
Supervisor, each /A2V/	/4/	/4/	6.00
- Supervisor single-line set, each /A9B+T/ ^{/4/}	2.55	---	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Also apply rates found in the Private Line Service, Part 15, for one channel for each Data Link.

/3/ Includes power supply and line circuit carrier for the first 10 consoles.

/4/ Rates and charges are found in paragraph D.4., of this section.

/5/ One required for each additional 20 consoles in Cabinet A or B.

/6/ The Service and Equipment Charge applies only when the item is provided subsequent to the installation of the ACD-ESS Type C System.

/7/ Also apply service charges for installation of service as described in Part 3 of the Guidebook.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/5/}</u>
b. Premises System Components (cont'd)			
Management Information System (AEMIS)			
- Basic Common Equipment, for the first 200 consoles and 14 Cathode Ray Tubes /A5CCE/ ^{/3,4/}	/2/	/2/	\$6.00
- Additional equipment for systems with more than 200 consoles /A5CAC/	/2/	/2/	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Rates and charges are found in paragraph D.4., of this Section.

/3/ The appropriate Dataspeed 40 Type service, provided by the customer, may be used with the AEMIS when reports are required in hardcopy form.

/4/ In addition, a 212A Dataphone type data set, provided by the customer, and associated business line at rates are required.

/5/ The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/5/}</u>
b. Premises System Components (cont'd)			
Management Information System (AEMIS) (cont'd)			
Cathode Ray Tubes:			
- Black and White, each (A5H)	^{/2/}	^{/2/}	\$6.00
- Color, each (A5J)	^{/2/}	^{/2/}	6.00
- Equipment to remote CRT, in the same building, beyond 50 feet from AEMIS Control Equipment, each 100 feet (A5FR5) ^{/3/}	\$2.60	\$116.00	.00
- Equipment to remote CRT in different building and/or beyond 1,000 feet from AEMIS Control Equipment, each (A5FRT) ^{/4/}	1.95	172.00	6.00

^{/1/} This service is obsolete and was grandfathered on March 30, 1990.^{/2/} Rates and charges are found in paragraph D.4., of this section.^{/3/} Each CRT that is located greater than 50 feet but less than 1,000 feet from the AEMIS Control Equipment requires this feature.^{/4/} In addition, a voice grade private line channel and two customer-provided data sets are required.^{/5/} The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/2/}</u>
c. Incoming Call Identification			
Audible Option:			
- Per Announcement /A8FTG/	\$52.15	\$81.25	\$6.00
Equipment to allow each Foreign Exchange, Foreign Serving Office or Tie Line to reach reach the Announcement, each line /A8FTE/	4.20	57.00	6.00
- Per ACD-ESS Terminal /A8FTR/	.10	---	6.00
Visual Option:			
- Per System /A5VSY/	2.45	274.50	6.00
- Per Visual Console /A5VCN/	1.20	---	6.00
d. Delay Announcements			
Standard Recorded Announcement Frame:			
- Per 11-second announcement /A8GCE/	52.15	55.25	6.75
- Per trunk to access announcement /A8GAT/	9.15	56.00	6.75
- Per ACD-ESS Terminal /A8GTT/	1.25	---	5.50
Load Dependent First Delay Announcement:			
- Per 11-second announcement (A30CE)	52.15	55.25	5.50
- Per trunk to access announcement (A30AT)	9.15	56.00	5.50
Common Systems Recorded Announcement Frame (CSRAF):			
- Common equipment (A4GCE)	204.40	---	5.50
- Per 16-second announcement (A4G16)	155.60	41.00	5.50
- Per 32-second announcement (A4G32)	190.10	41.00	5.50
- Per 48-second announcement (A4G48)	224.70	41.00	5.50
- Per trunk to access announcement (A30AT)	.15	56.00	5.50
- Per ACD-ESS Terminal (A8GTT)	1.25	---	5.50
- Remote recording capability (A4F)	24.55	---	5.50

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/8/}</u>
d. Delay Announcements (cont'd)			
- Load Dependent First Delay Announcement:			
Per 16-second announcement /A4H16/	\$155.60	\$41.00	\$ 5.50
Per 32-second announcement /A4H32/	190.10	41.00	5.50
Per 48-second announcement /A4H48/	224.70	41.00	5.50
Per trunk to access announcement /A30AT/	9.15	56.00	5.50
e. Emergency Alert Arrangement			
- Per 25 consoles equipped for Alert /A85AA/	^{/2/}	^{/2/}	5.50
Per 25 consoles equipped for Alert only/or also Service Supervising /A85AS/	^{/2/}	^{/2/}	5.50
f. Agent Assist ^{/3,4,5,6,7/}			
- Per Terminal /A3G/	2.85	38.50	5.50
- Calling/Called line identification, per Agent Assist Terminal /A3H/	.30	42.75	6.00

^{/1/} This service is obsolete and was grandfathered on March 30, 1990.^{/2/} Rates and charges are defined in paragraph D.4., of this section.^{/3/} In addition, rates found in the Private Line Service, Part 15, are applicable for a voice grade channel between the ACD-ESS serving office and the customer's premises.^{/4/} If visual supervision is required, additional equipment furnished at the customer's expense will be required.^{/5/} If terminal lines are installed in equipment other than agent or supervisory consoles, the customer will furnish this equipment.^{/6/} When a single-line instrument is required for termination, the customer will bear the expense to furnish this equipment.^{/7/} Refer to Part 3 for the appropriate service charge/s/ when installed subsequent to the initial installation of the system.^{/8/} The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/7/}</u>
g. Agent Call ^{/2,3,4,5,6/}			
- Per Terminal /A3J/	\$2.80	\$38.50	\$5.50
- Calling/Called line identification, per Agent Call Terminal /A3W/	.30	42.75	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ In addition, rates found in the Private Line Service are applicable for a voice grade channel between the ACD-ESS serving office and the customer's premises.

/3/ If visual supervision is required, additional equipment furnished at the customer's expense will be required.

/4/ If terminal lines are installed in equipment other than agent or supervisory consoles, the customer will furnish this equipment.

/5/ When a single-line instrument is required for termination, the customer will bear the expense to furnish this equipment.

/6/ Refer to Part 3 for the appropriate service charge/s/ when installed subsequent to the initial installation of the system.

/7/ The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/7/}</u>
h. Service Supervising of Agent Console ^{/2/}			
- Per Agent Assist and/or Agent Call Terminal equipped for Service Supervising /A8HAT/	\$8.25	---	\$5.50
- Per Service Supervising Trunk ^{/3,4/} Central Office Components /A8HCO/	8.95	\$24.00	5.50
- Per 25 consoles equipped for Service Supervising /A8HSS/ ^{/3,6/}	^{/7/}	^{/7/}	5.50

^{/1/} This service is obsolete and was grandfathered on March 30, 1990.^{/2/} Service supervising arrangements are subject to service observing equipment furnished by the customer.^{/3/} Apply Private Line Charges for a voice grade channel as specified in the Part 15 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/} The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.^{/6/} Not applicable when system has Emergency Alert Arrangement.^{/7/} Rates and charges are defined in paragraph D.4., of this section.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/4/}</u>
i. Agent Status Display Console			
- First three consoles, each /A3X/	/2/	/2/	\$5.50
- Each additional console, /A3Y/	/2/	/2/	5.50
j. System Display and Control Features			
- Per system /A9H/	\$16.05	\$353.00	6.00
- Per agent-to-split pattern /A9GAS/	5.40	78.00	6.00
- Key control and alarm console: Per console /A4N/	/2/	/2/	6.00
Per key equipped for activation/deactivation /A4K/ ^{/3/}	1.90	66.50	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Rates and charges are defined in paragraph D.4., of this section.

/3/ In addition, apply a charge for signal grade channel as specified in Part 15, Section 2. One channel required for each function controlled by key.

/4/ The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge^{/5/}</u>
k. Alternate Traffic Routing per split equipped /A4RSE/	\$ 9.10	\$74.75	\$6.00
l. Night Transfer, per split equipped /A3T/ ^{/2,3/}	2.00	43.25	6.00
m. Calls Waiting Indication			
- Remote calls waiting ^{/4/}			
- Per timing state, per split /A4PTS/	.25	52.25	5.50
- Common equipment per 24 timing states /A4PCE/	/6/	/6/	5.50
- Console calls waiting, per 100 consoles /A4X/	13.30	51.50	6.00
- Assistance calls waiting, per assistance group /A4Y/	10.10	94.00	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Also apply Private Line Charges for a signal grade channel as specified in the Private Line Service in Part 15, Section 2 for control channel per night transfer key.

/3/ Activation requires a premises-located key which may be included in the Key Control and Alarm Console or be a separately mounted key provided by the customer.

/4/ Visual signals are also required.

/5/ The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

/6/ Rates and charges are found in paragraph D.4., of this section.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

2. Type C Service (cont'd)

n. 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 Complex Installation/Move Charges for the rate elements being added.

Addition..... \$200.00

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.

Service Establishment Charge, each system..... 38,500.00

Service Establishment Charge, AEMIS..... 31,650.00

Service Establishment Charge, CSRAF..... 28,450.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

3. Plan I and Plan II Rates - Type B Service

	Complex Installation/Move Charge	1 Month	24 Months	48 Months	72 Months	96 Months
Fixed Monthly Rates						
a. Plan I Rates						
Type B ACD-ESS Common Equipment:						
- Premises components, per system /A3P/ ^{/4/}						
Fixed Rate	\$2,300.00	\$1,470.00	\$69.50	\$37.80	\$27.30	\$22.15
Variable Rate		24.25	24.25	24.25	24.25	24.25
- Components, per 72 consoles or fraction thereof, each /A,B/ ^{/4/}						
Fixed Rate	5,900.00	8,8695.00	412.00	224.00	162.00	131.00
Variable Rate		71.30	71.30	71.30	71.30	71.30
Attendant Positions, per agent of supervisory multibutton console, each /A8C0/ ^{/2,3,4/}						
Fixed Rate	400.00	432.00	25.40	13.30	9.60	7.80
Variable Rate		7.20	7.20	7.20	7.20	7.20

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Includes a specially designed 20-button telephone set equipped with Touch-Tone and external dual headset jacks. Headsets must be provided by the customer.

/3/ Also apply Service Charges for installations as described in Part 3, Section 1.

/4/ A \$6.00 Service and Equipment Charge will apply for each item of equipment provided.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

3. Plan I and Plan II Rates - Type B Service (cont'd)

	Complex Installation/Move Charge	1 Month	24 Months	48 Months	72 Months	96 Months
a. Plan I Rates (cont'd)						
Agency Emergency						
Alert Arrangement, one required per 24 consoles or fraction thereof with service supervising provided, each /A85AM/ ^{/2,3,4/}						
Fixed Rate	\$530.00	\$115.00	\$5.45	\$2.95	\$2.15	\$1.75
Variable Rate		2.50	2.50	2.50	2.50	2.50
Calls Waiting Indication, one premises common equipment required for 72 consoles or fraction thereof, each /A8JCE/ ^{/4/}						
Fixed Rate	440.00	93.25	4.40	2.40	1.75	1.40
Variable Rate		2.25	2.25	2.25	2.25	2.25

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Audible and/or visual signals and relay control equipment may be required.

/3/ If service supervising is not required, see paragraph D.1., Auxiliary Equipment, for additional charges.

/4/ A \$6.00 Service and Equipment Charge will apply for each item of equipment provided.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

3. Plan I and Plan II Rates - Type B Service (cont'd)

	Complex Installation/Move Charge	1 Month	Fixed Monthly Rates			
			24 Months	48 Months	72 Months	96 Months
a. Plan I Rates (cont'd)						
System Display and Control Equipment:						
- Premises Components, each /A8K/ ^{/2,3/}						
Fixed Rate	\$1,100.00	\$2,100.00	\$99.50	\$54.00	\$38.70	\$31.60
Variable Rate		16.60	16.60	16.60	16.60	16.60
- Optional printer associated with a Display and Control unit, each printer /A8P/ ^{/3/}						
Fixed Rate	270.00	740.00	35.00	19.05	13.75	11.15
Variable Rate		17.10	17.10	17.10	17.10	17.10

/1/ This service is obsolete and was grandfathered on March 30, 1990.

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

/3/ A \$6.00 Service and Equipment Charge will apply for each item of equipment provided.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

3. Plan I and Plan II Rates - Type B Service (cont'd)

	Complex Installation/Move Charge	1 Month	24 Months	48 Months	72 Months	96 Months
a. Plan I Rates (cont'd)						
Dynamic Traffic Display:						
- Display units, displays information on one split, each /A8M/ ^{/2/}						
Fixed Rate	\$520.00	\$865.00	\$41.00	\$22.00	\$16.00	\$13.00
Variable Rate		9.30	9.30	9.30	9.30	9.30
- Display controller, one required per 20 display units or fraction thereof, each /A8LUC/ ^{/2/}						
Fixed Rate	790.00	1,675.00	79.50	43.10	31.20	25.25
Variable Rate		12.35	12.35	12.35	12.35	12.35
Agent Status Display Console, each /A9C/						
Fixed Rate	800.00	351.00	16.65	9.05	5.50	5.30
Variable Rate		18.25	18.25	18.25	18.25	18.25

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ A \$6.00 Service and Equipment Charge will apply for each item of equipment provided.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

3. Plan I and Plan II Rates - Type B Service (cont'd)

	Complex Installation/Move Charge	1 Month	Fixed Monthly Rates			
			24 Months	48 Months	72 Months	96 Months
a. Plan I Rates (cont'd)						
Key Control and Alarm Console with up to 10 keys equipped for alarm conditions, each /A8Q ^{/3/}						
Fixed Rate	\$560.00	\$369.00	\$17.50	\$9.50	\$6.00	\$5.55
Variable Rate		6.55	6.55	6.55	6.55	6.55
Equipment for Service Supervising of Agent Console Position Circuits: ^{/2/}						
- Common equipment, one required for a group of 72 consoles or fraction thereof, each /A8HCE/						
Fixed Rate	480.00	100.00	4.75	2.60	1.90	1.50
Variable Rate		1.80	1.80	1.80	1.80	1.80
- Auxiliary equipment, one required for a group of 24 consoles or fraction thereof, each /A8HAE/						
Fixed Rate	420.00	82.50	3.95	2.10	1.55	1.25
Variable Rate		1.60	1.60	1.60	1.60	1.60

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Service supervising arrangements are subject to service observing equipment furnished by the customer.

/3/ A \$6.00 Service and Equipment Charge will apply for each item of equipment provided.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

3. Plan I and Plan II Rates - Type B Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
b. Plan II Rates			
Type B ACD-ESS Common Equipment:			
- Premises components, per system /A3P/	\$69.50	\$2,300.00	\$6.00
- Components, per 72 consoles or fraction thereof, each /A8B/	316.90	5,900.00	6.00
Attendant Positions, per agent or supervisory multi button console, each /A8C/ ^{/2/}	22.05	400.00	6.00
Agent Emergency Alert Arrangement, one required for 24 consoles or fraction thereof with service supervising provided, each /A85AM/ ^{/3,4/}	5.25	530.00	6.00
Calls Waiting Indication, one premises common equipment required for 72 consoles or fraction thereof, each /A8JCE/	4.65	440.00	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Includes a specially designed 20-button telephone set equipped with Touch-Tone and external dual headset jacks. Headsets must be provided by the customer.

/3/ Audible and/or visual signals and relay control equipment may also be required.

/4/ If service supervising is not required, see paragraph D.I., Auxiliary Equipment, for additional charges.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

3. Plan I and Plan II Rates - Type B Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
b. Plan II Rates (cont'd)			
System Display and Control Equipment:			
- Premises components, each /A8K/ ^{/2/}	\$74.85	\$1,100.00	\$6.00
- Optional printer associated with a Display and Control unit, each printer /A8P/	37.25	270.00	6.00
Dynamic Traffic Display:			
- Display units, display information on one split, each /A8M/	33.55	520.00	6.00
- Display controller, one required per 20 display units or fraction thereof, each /A8LUC/	58.55	790.00	6.00
Agent Status Display Console, each /A9C/	30.00	800.00	5.50
Key Control and Alarm Console with up to ten keys equipped for alarm conditions, each /A8Q/	17.90	560.00	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

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

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

3. Plan I and Plan II Rates - Type B Service (cont'd)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
b. Plan II Rates (cont'd)			
Equipment for Service Supervising of Agents Console Position Circuits: ^{/2/}			
- Common equipment, one required for a group of 72 consoles or fraction thereof, each /A8HCE/	\$4.30	\$480.00	\$6.00
Auxiliary equipment, one required for a group of 24 consoles or fraction thereof, each /A8HAE/	3.45	420.00	6.00

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Service supervising arrangements are subject to service observing equipment provided by the customer.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

4. Plan I and Plan II Rates - Type C Service

	Complex Installation/Move Charge	1 Month	36 Months	60 Months	84 Months	120 Months	Plan II Monthly Rate
Cabinet A assembly, capacity 50 consoles ^{/2/}							
- First Cabinet A USOC: A21 ^{/4/}	\$6,100.00						\$921.55
Fixed Rate		\$22,299.00	\$734.10	\$477.75	\$369.20	\$289.55	
Variable Rate		165.35	165.35	165.35	165.35	165.35	
- Each additional Cabinet A USOC: A22 ^{/4/}	920.00						849.70
Fixed Rate		21,329.05	702.20	456.95	353.15	276.95	
Variable Rate		136.80	136.80	136.80	136.80	136.80	
Cabinet B assembly, capacity 50 consoles, each ^{/2/}							
USOC: A2F ^{/4/}	1,200.00						577.15
Fixed Rate		14,527.25	478.25	311.25	240.55	188.65	
Variable Rate		70.75	70.75	70.75	70.75	70.75	
Additional Line Circuit Carriers, each ^{/3/}							
USOC: A2L ^{/4/}	86.75						97.80
Fixed Rate		2,502.25	82.40	53.60	41.45	32.50	
Variable Rate		10.10	10.10	10.10	10.10	10.10	

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Includes power supply and common line circuit carrier for the first ten consoles.

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

/4/ A Service and Equipment Charge of \$5.50 applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

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

		Complex Installation/Move Charge	1 Month	36 Months	Plan 1 Monthly Rates			120 Months	Plan II Monthly Rate
					60 Months	84 Months			
Consoles ^{/2/} (cont'd)									
-	20-button with Fixed Lamp Field								
-	Agent, each USOC: A2J ^{/3/}	\$229.00							\$53.90
	Fixed Rate		\$1,138.40	\$37.50	\$24.40	\$18.85	\$14.80		
	Variable Rate		13.95	13.95	13.95	13.95	13.95		
-	Supervisor, each USOC: A2P ^{/3/}	229.00							53.90
	Fixed Rate		1,138.40	37.50	24.40	18.95	14.80		
	Variable Rate		13.95	13.95	13.95	13.95	13.95		
-	20-button with Alphanumeric Field								
-	Agent, each USOC: A2K ^{/3/}	229.00							88.10
	Fixed Rate		1,858.25	61.15	39.80	30.75	24.15		
	Variable Rate		23.10	23.10	23.10	23.10	23.10		
-	Supervisor, each USOC: A2V ^{/3/}	229.00							88.10
	Fixed Rate		1,858.25	61.15	39.80	30.75	24.15		
	Variable Rate		23.10	23.10	23.10	23.10	23.10		

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Includes external dual headset jacks. Headsets must be provided by the customer.

/3/ A \$6.00 Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

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

	Complex Installation/Move Charge	1 Month	36 Months	Plan 1 Monthly Rates 60 Months	84 Months	120 Months	Plan II Monthly Rate
Consoles ^{/2/} (cont'd)							
- 10-button agent, each							
USOC: A2G ^{/3/}	\$229.00						\$34.60
Fixed Rate		\$721.55	\$24.35	\$15.45	\$11.95	\$9.35	
Variable Rate		9.05	9.05	9.05	9.05	9.05	
- 10-button supervisor, each							
USOC: A2M ^{/3/}	229.00						34.60
Fixed Rate		721.55	24.35	15.45	11.95	9.35	
Variable Rate		9.05	9.05	9.05	9.05	9.05	
- 20-button agent, each							
USOC: A2H ^{/3/}	229.00						49.80
Fixed Rate		1,049.20	34.55	22.50	17.35	13.65	
Variable Rate		12.90	12.90	12.90	12.90	12.90	
- 20-button supervisor, each							
USOC: A2N ^{/3/}	229.00						49.80
Fixed Rate		1,049.20	34.55	22.50	17.35	13.65	
Variable Rate		12.90	12.90	12.90	12.90	12.90	

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Includes external dual headset jacks. Headsets must be provided by customer.

/3/ A \$6.00 Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

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

	Complex Installation/Move Charge	1 Month	36 Months	60 Months	Plan I Monthly Rates 84 Months	120 Months	Plan II Monthly Rate
Management Information System (AEMIS)							
- Basic Common Equipment, for the first 200 consoles and 14 Cathode Ray Tubes (CRT's) ^{/2,3/}							
USOC: A5CCE ^{/4/}	\$5,300.00						\$4,030.40
Fixed Rate		\$88,087.65	\$2899.95	\$1887.20	\$1458.50	\$1143.80	
Variable Rate		956.65	956.65	956.65	956.65	956.65	
- Additional equipment for systems with more than 200 consoles							
USOC: A5CAC ^{/4/}	90.75						863.40
Fixed Rate		18,000.60	592.60	385.65	298.05	233.75	
Variable Rate		238.00	238.00	238.00	238.00	238.00	

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ In addition, a 212A DATAPHONE type data set, provided by the customer, and associated line at rates are required.

/3/ The appropriate DATASPEED 40 type service, provided by the customer, may be used with the AEMIS when reports are required in hardcopy form.

/4/ A \$6.00 Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

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

	Complex Installation/Move Charge	1 Month	36 Months	Plan 1 Monthly Rates 60 Months	84 Months	120 Months	Plan II Monthly Rate
Management Information System (AEMIS) (cont'd)							
-	Disk equipment for systems with up to 350 consoles, USOC: A5CAA ^{/4/} \$124.50						\$1,791.35
	Fixed Rate	\$32,504.25	\$1070.05	\$696.40	\$538.20	\$422.05	
	Variable Rate	663.00	663.00	663.00	663.00	663.00	
-	Disk equipment for systems with more than 350 consoles, USOC: A5CAD ^{/4/} 45.50						3,601.95
	Fixed Rate	80,953.75	2665.10	1734.40	1340.40	10511.20	
	Variable Rate	793.80	793.80	793.80	793.80	793.80	
-	Cabinet C Assembly, per six Data Links, each ^{/2,3/} USOC: A5EAS ^{/4/} 415.50						180.05
	Fixed Rate	4,478.60	147.45	95.95	74.15	58.15	
	Variable Rate	22.30	22.30	22.30	22.30	22.30	

/1/ This service is obsolete and was grandfathered on March 30, 1990.

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

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

/4/ A \$6.00 Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

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

Complex Installation/Move Charge	Plan 1 Monthly Rates					Plan II Monthly Rate
	1 Month	36 Months	60 Months	84 Months	120 Months	
Management Information System (AEMIS) (cont'd)						
- Data Link Termination per AEMIS Data Link, USOC: A5ETE ^{/4/} \$74.00						\$34.60
Fixed Rate	\$804.10	\$26.45	\$17.25	\$13.30	\$10.45	
Variable Rate	9.90	9.90	9.90	9.90	9.90	
- Common Equipment for CRT, USOC: A5DCE ^{/4/} 379.00						36.75
Fixed Rate	841.60	27.70	18.05	13.95	10.95	
Variable Rate	8.05	8.05	8.05	8.05	8.05	
- First Black and White CRT ^{/2/} USOC: A5DBW ^{/4/} 71.00						182.75
Fixed Rate	4,726.70	155.60	101.25	78.25	61.40	
Variable Rate	18.10	18.10	18.10	18.10	18.10	
- First Color CRT ^{/3/} USOC: A5DCL ^{/4/} 71.00						323.85
Fixed Rate	8,399.20	276.50	179.95	139.05	109.05	
Variable Rate	31.85	31.85	31.85	31.85	31.85	

/1/ Obsolete - applicable to existing installations at existing locations for existing customers.

/2/ One required when Black and White CRT(s) are used in the System.

/3/ One required when Color CRT(s) are used in the System.

/4/ A \$6.00 Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

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

	Complex	Plan 1 Monthly Rates					Plan II Monthly Rate
	Installation/Move Charge	1 Month	36 Months	60 Months	84 Months	120 Months	
Management Information System (AEMIS) (cont'd)							
Cathode Ray Tubes (CRT's):							
- Black and White, each							
USOC: A5H ^{/2/}	\$343.50						\$230.20
Fixed Rate		\$4,772.20	\$157.10	\$102.25	\$ 79.00	\$ 61.95	
Variable Rate		62.80	62.80	62.80	62.80	62.80	
- Color, each							
USOC: A5J ^{/2/}	343.50						380.85
Fixed Rate		8,767.35	288.65	187.85	145.15	113.85	
Variable Rate		74.85	74.85	74.85	74.85	74.85	
Emergency Alert Arrangement							
- Per 25 consoles equipped for Alert,							
USOC: A85AA ^{/3/}	74.00						21.35
Fixed Rate		483.55	15.90	10.35	8.00	6.30	
Variable Rate		5.80	5.80	5.80	5.80	5.80	
- Per 25 consoles equipped for Alert only/or also Service Supervising,							
USOC: A85AS ^{/3/}	74.00						15.25
Fixed Rate		244.85	8.05	5.25	4.05	3.20	
Variable Rate		5.85	5.85	5.85	5.85	5.85	

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ A \$6.00 Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

/3/ A Service and Equipment Charge of \$5.50 applies.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

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

Complex Installation/Move Charge	Plan 1 Monthly Rates					Plan II Monthly Rate
	1 Month	36 Months	60 Months	84 Months	120 Months	
Service Supervising of Agent Console ^{/2/}						
- Per 25 consoles equipped for Service Supervising ^{/3/} USOC: A8HSS ^{/6/} \$74.00						\$15.25
Fixed Rate	\$244.85	\$8.05	\$5.25	\$4.05	\$3.20	
Variable Rate	5.85	5.85	5.85	5.85	5.85	
- Per Service Supervising Trunk ^{/4,5/}						
USOC: A8HCU ^{/6/} 74.00						12.45
Fixed Rate	270.65	8.90	5.80	4.50	3.50	
Variable Rate	3.85	3.85	3.85	3.85	3.85	

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ Service Supervising arrangements are subject to service observing equipment provided by the customer.

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

/4/ Apply private Line charges for a voice grade channel as specified in Part 15 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/ A Service and Equipment Charge of \$6.00 applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

ACD-ESS CENTRAL OFFICE SERVICE^{/1/} (cont'd)
Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)**D. Rates (cont'd)**

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

Complex Installation/Move Charge	1 Month	36 Months	60 Months	84 Months	120 Months	Plan II Monthly Rate
Agent Status Display Console						
- First three consoles, each USOC: A3X ^{/2/} \$300.00						\$40.60
Fixed Rate	\$906.90	\$29.85	\$19.45	\$15.00	\$11.75	
Variable Rate	6.85	6.85	6.85	6.85	6.85	
- Each Additional Console, USOC: A3Y ^{/2/} 300.00						40.60
Fixed Rate	906.90	29.85	19.45	15.00	11.75	
Variable Rate	6.85	6.85	6.85	6.85	6.85	
System Display and Control Features						
- Key control and alarm console, each USOC: A4N ^{/3/} 392.50						29.95
Fixed Rate	568.45	18.70	12.20	9.40	7.40	
Variable Rate	6.95	6.95	6.95	6.95	6.95	
Calls Waiting Indication Common equipment, per 24 timing states						
USOC: A4PCE ^{/2/} 175.00						5.30
Fixed Rate	553.60	18.25	11.85	9.15	7.20	
Variable Rate	6.65	6.65	6.65	6.65	6.65	

/1/ This service is obsolete and was grandfathered on March 30, 1990.

/2/ A Service and Equipment Charge of \$5.50 applies.

/3/ A \$6.00 Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

HEAVY RADAR INTERNAL COMMUNICATIONS SYSTEMS^{/1,2/}**A. Rates**

	<u>Monthly Rates</u>	<u>Service and Equipment Charge</u>
Intercom Line Unit /1Z1/.....	\$1.95	---
Two-Wire Private Line Circuit, Ringdown Signaling /RDL/	3.95	---
PBX Station Line Termination /UYY/	1.90	---

/1/ One hundred twenty-month termination agreement is applicable to each item in this system.

/2/ This service is obsolete.

ACCESS ADVANTAGE PLUS® SERVICE

Access Advantage Plus Service will no longer be available to new customers (no current contract or service) on or after November 1, 2016. Customers having this service or who have placed orders which were accepted by the Company prior to this date, may continue such service from their present location, subject to the following conditions: new requests for physical changes to Access Advantage Plus Service, including moves to different service addresses, will not be provisioned.

A. Description

Access Advantage Plus Service provides a high capacity (1.544 Mbps) facility between a customer premise and its serving office for connection to other services provided by the Company. These services include Integrated Voice Access Lines (IVALs) and Access Advantage Plus Trunks, Plexar services, Private Line and Digital Link services. Access Advantage Plus Service allows a customer to integrate voice and data services on a single 1.544 Mbps facility.

B. DefinitionsAccess Advantage Plus Cross-Connect

Denotes the DSO connection between two or more Access Advantage Plus Services in the same or different serving offices.

(D)

(D)

Access Advantage Plus Transport

Denotes the channelized 1.544 Mbps. facility between a customer premise and the serving office for that location. When purchased from this Guidebook, this element is available for use only with Company connecting services as specified in paragraph A.

(D)

(D)

Access Advantage Plus Trunk

This element is offered only in connection with Access Advantage Plus and provides PBX customers access to the public switch network through the Access Advantage Plus Transport. This rate element entitles the customer to the calling capabilities available for their serving central office as stated in Part 4 Section 2.

Channelized

Denotes the multiplexing of the 1.544 Mbps. facility into 24 voice grade channels for connection to other services.

Integrated Voice Access Line (IVAL)

Denotes the serving office switching and trunking equipment needed to connect the serving office with the Access Advantage Plus Transport. These facilities are Company-provided and maintained, and provide access to and from the telecommunications network for message long distance service and for local calling appropriate to the Guidebook offering selected by the customer. The Integrated Voice Access Line is available as a single line or in a multi-line version, and only in conjunction with the Access Advantage Plus Transport element.

(D)

ACCESS ADVANTAGE PLUS® SERVICE (cont'd)

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C. Regulations

1. The rules and regulations in this section are in addition to other rules and regulations as contained in this and other service publications of the Company.
2. Access Advantage Plus Service is intended for use by a specific customer at a designated location only. Any major changes requested by the customer to the service arrangement (e.g. change in service location) may result in a change of rates and charges.
3. Customers purchasing this service and the connecting services must be end users purchasing the services for their own use, and not for sharing of the services.
4. Provision of this service or of any specific element associated with this Guidebook is subject to the availability and operational limitations of the equipment and associated facilities.
5. A variety of equipment and facilities may be used to provide this service. The Company reserves the right to determine which shall be used and to make modifications at its option.

D. Service Availability

Access Advantage Plus Service is available on a statewide basis subject to the availability of facilities, to customers in Local Access and Transport Areas (LATAs) served by the Company. If the Access Advantage Plus customer also has Company provided DS3 service, the customer may utilize one DS1s worth of the DS3 bandwidth for each Access Advantage Plus Service purchased (in lieu of a dedicated DS1).

E. Responsibility of the Customer

1. The customer, upon request of the Company, shall furnish such information as may be required to permit the Company to design and maintain the service it offers and to assure that the service arrangement is in compliance with the provisions contained herein.
2. It shall be the responsibility of the customer to ensure the continuing compatibility of customer-provided equipment or systems that are used in conjunction with this service, and the operating characteristics of such equipment or systems shall be such as not to interfere with any services offered by the Company.
3. The customer shall be responsible for the payment of a Customer Owned Equipment Trouble Isolation Charge also known as a Maintenance of Service Charge, as specified in Part 3 – Service Charges, for each repair visit to the premises of a customer where the service trouble results from the use of equipment or systems provided by the customer.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 13.

ACCESS ADVANTAGE PLUS® SERVICE (cont'd)

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F. Responsibility of the Company

1. The responsibility of the Company in the provisioning of Access Advantage Plus Service shall be in accordance with Part 2 – General Terms and Conditions of the Guidebook.
2. The responsibility of the Company shall be limited to the furnishing of network equipment suitable for this service and the maintenance and operation of such equipment in a manner appropriate for such service.
3. The Company shall not be responsible for installation, operation or maintenance of any terminal equipment, data unit or communications systems provided by a customer. The Company is not responsible for adapting this service to the technical requirements of any specific customer-provided equipment or systems.
4. The Company shall not be responsible to the customer if changes in any of the equipment, operations, or procedures of the Company used in the provision of this service render any customer-provided equipment or systems obsolete, or require modifications or alteration of such equipment or systems, or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements.

G. Application of Rates and Charges

1. Rates and charges for the Access Advantage Plus Cross-Connect element may include a fixed monthly recurring charge, an interoffice mileage charge, and a nonrecurring charge.
 - a. Where the customer premises are served by the same serving office, a fixed monthly charge and a nonrecurring charge will apply.
 - b. Where the customer premises are served by different serving offices, a fixed monthly recurring charge, an interoffice mileage charge and a nonrecurring charge will apply. Interoffice mileage charges are based on the V&H distance between the serving offices as specified in NECA Tariff FCC No. 4.
2. Rates and charges for the Access Advantage Plus Transport element will always include a fixed monthly recurring charge and a nonrecurring charge.
3. Rates and charges for the Integrated Voice Access Line and Access Advantage Plus Trunk will consist of only a monthly recurring charge as specified in paragraph I.
4. Rates and charges for the other services to be connected to Access Advantage Plus Service are specified in the applicable service publications for those services.
5. One End User Common Line (EUCL) charge as specified in Section 4 of Tariff FCC No. 73, will apply for each Integrated Voice Access Line, Access Advantage Plus Trunk, or Plexar Service connected to Access Advantage Plus Service.
6. When utilizing a Company-provided DS3 Service to deliver an Access Advantage Plus Service, a DS3 Port Charge is applied instead of the Access Advantage Plus Transport Charge.

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/1/ Material formerly appeared in Part 6, Section 7, Sheet 14.

ACCESS ADVANTAGE PLUS® SERVICE (cont'd)**H. Term Pricing Plan (TPP)^{/1/}**

1. General

- a. Access Advantage Plus Service may be ordered on a month-to-month basis or under the Term Pricing Plan (TPP). The TPP provides the customer the option of choosing either a one-, two- or three-year initial service period.
- b. TPP rates will be exempt from Company initiated rate increases throughout the selected service period. Should the Company increase its rates during the selected service period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under TPP.
- c. Any decrease in TPP monthly recurring rates will be passed on to customers who participate in an applicable TPP.

2. Terms and Conditions

- a. The customer must specify the length of the initial service period at the time service is ordered.
- b. Integrated Voice Access Lines and Access Advantage Plus Trunks must have the same TPP service period as the associated Access Advantage Plus Transport elements.
- c. Access Advantage Plus Transport elements may have different TPP service periods even when ordered at the same time by the same customer.

3. Changes to TPPs

- a. Prior to the expiration of the initial service period or extended service period, as described in 4 (Renewal), the customer may convert existing TPP services to a new TPP initial service period without incurring termination charges, provided the new initial service period is equal to or greater than the original initial service period.

Example: A customer with an existing two year TPP could convert to a new two or three year TPP at any time without incurring any termination charge.

- b. If a customer requests an existing TPP to be converted to a month-to-month basis at any time prior to the expiration of the initial service period or extended service period, the request will be treated as a disconnect and new connect of service, and termination charges will apply.

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/1/ Effective October 11, 2013, customers may not establish new term plans greater than 12 months for Access Advantage Plus Service, and existing term plans may not be renewed or extended for a term greater than 12 months.

(D)

ACCESS ADVANTAGE PLUS® SERVICE (cont'd)

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H. Term Pricing Plan (TPP)^{/1/} (cont'd)**4. Renewal**

- a. The customer may elect to renew the TPP initial service period for one additional 12 month service period (extended service period) at the rates currently listed for the original initial service period.
- b. The customer must provide the Company with a written notice of intent to renew an existing TPP initial service period no later than 90 days prior to the expiration of the initial service period.
- c. If the customer elects not to renew the TPP or does not notify the Company of its intent to renew, the service will then automatically be billed under the month-to-month rates in effect at the time the TPP initial service period expires.
- d. At the end of an extended service period, the customer's service will automatically be billed under the month-to-month rates in effect at the time the extended service period expires unless the customer negotiates a new TPP initial service period or terminates service.

5. Upgrade in Service

- a. A customer may upgrade a TPP (e.g. add additional Access Advantage Plus Transport elements) without incurring termination charges provided all of the following conditions are met:
 1. the new service arrangement is provided to the same customer at the same location as the discontinued service, and
 2. the customer's request for disconnection of the existing service and request for new service are received at the same time.
- b. If the order to upgrade service does not meet the conditions above, it will be treated as a discontinuance of the existing service and establishment of a new service. All termination charges will then apply.
- c. The monthly rates for the new service will be those in effect at the time the service is changed and applicable nonrecurring charges will apply to the new service.

6. Moves to a New Location

A customer with an existing TPP may request a move of the service to a new location, or a move and an upgrade, or a move and change of service. Nonrecurring charges will apply; termination charges will not apply.

/1/ Effective October 11, 2013, customers may not establish new term plans greater than 12 months for Access Advantage Plus Service, and existing term plans may not be renewed or extended for a term greater than 12 months.

/2/

/2/ Material formerly appeared in Part 6, Section 7, Sheet 16.

ACCESS ADVANTAGE PLUS® SERVICE (cont'd)

/2/

H. Term Pricing Plan (TPP)^{/1/} (cont'd)**7. Nonrecurring Charges**

- a. The nonrecurring charges as found in paragraph H. will apply for new service ordered under TPP.
- b. If the customer chooses to convert existing service provided on a monthly rate basis to a TPP, no nonrecurring charges will apply.
- c. If the customer chooses to convert existing service provided on TPP to a monthly rate basis or to another TPP, nonrecurring charges will apply and termination charges may be applicable.

8. Termination Charges

- a. Customers requesting to discontinue services provided under a TPP prior to the expiration of the Initial Service Period or Extended Service Period will incur termination charges. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of Access Advantage Plus Service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP term
- b. If special construction was applied to the service being terminated, any termination charges associated with the special construction will also apply.

/1/ Effective October 11, 2013, customers may not establish new term plans greater than 12 months for Access Advantage Plus Service, and existing term plans may not be renewed or extended for a term greater than 12 months.

/2/

/2/ Material formerly appeared in Part 6, Section 7, Sheet 17.

ACCESS ADVANTAGE PLUS® SERVICE (cont'd)

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I. Rates and Charges

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Access Advantage Plus Transport	/EMZDX/		
Month-to-Month		\$400.00	\$2,500.00
One year		400.00	1,000.00
Two years ^{/1/}		375.00	500.00
Three years ^{/1/}		330.00	None
Integrated Voice Access Line			
Single Line	/1F7/		
Month-to-Month		16.00	None
One year		15.20	None
Two years ^{/1/}		9.00	None
Three years ^{/1/}		8.60	None
Multi-Line			
Month-to-Month	/1D8/	25.00	None
One year		19.00	None
Two years ^{/1/}		14.00	None
Three years ^{/1/}		13.60	None
Access Advantage Plus Trunk	/P1+++/		
Month-to-Month		25.00	None
One year		19.00	None
Two years ^{/1/}		14.00	None
Three years ^{/1/}		13.60	None
DS3 Port Charge	/EMZP1/		
Month-to-Month		350.00	1,500.00
One year		220.00	750.00
Two years ^{/1/}		200.00	250.00
Three years ^{/1/}		185.00	0.00
Access Advantage Plus Cross-Connect, each			
Same Serving Office	/EMZCX/	10.00	175.00
Different Serving Offices			
Fixed	/EMZCF/	25.00	350.00
Per Mile	/1LNOX/	2.00	None

/1/ Effective October 11, 2013, customers may not establish new term plans greater than 12 months for Access Advantage Plus Service, and existing term plans may not be renewed or extended for a term greater than 12 months.

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/2/ Material formerly appeared in Part 6, Section 7, Sheet 18.

ACCESS ADVANTAGE PLUS® SERVICE (cont'd)

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J. Access Advantage Plus Options^{/1/}

Access Advantage Plus Options allows business customers to purchase a plan designed to provide discounted optional services, and a reduced Integrated Voice Access Line (IVAL) over a reduced Access Advantage Plus Transport on a three year Term Pricing Plan. Access Advantage Plus Options customers are not eligible for additional Access Advantage Plus discounts and/or Access Advantage Plus promotional offers.

1. Service Components

- a. Access Advantage Plus Transport
- b. One (1) Integrated Voice Access Line (IVAL)
- c. At Least one (1) of the following Optional Services:

Custom Calling Services:

Caller ID (Name and Number)
Call Transfer Disconnect, or
Call Forwarding

Optional Calling Plan (OCP):

1+Saver- Option E

2. Term Pricing Plan (TPP)

- a. Access Advantage Plus Options can only be ordered on a three year TPP.
- b. TPP rates for Access Advantage Plus Options Transport and IVALs will be exempt from Company initiated rate increases throughout the service term. Should the Company increase its rates during the service term, the existing customer will be grandfathered and will continue to pay the Access Advantage Plus Options and IVAL rates in effect at the time the customer elected to establish service under the TPP.
- c. Any decrease in the TPP monthly rates will be passed on to customers who participate in an applicable TPP under this Guidebook.
- d. Customers who subscribe to the TPP option will have their initial nonrecurring charges for Custom Calling Services and OCPs waived.
- e. Customers may add additional optional services to their existing TPP at the same discounts and reductions for the duration of the service agreement within the promotional period.
- f. A customer may upgrade their current Access Advantage Plus Options TPP to a new Access Advantage Plus Options TPP equal to or greater than the original service agreement without incurring termination charges. Rates and charges in effect at the time will be applied to the new TPP.

/1/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Options service, and existing term plans may not be renewed or extended.

/2/

/2/ Material formerly appeared in Part 6, Section 7, Sheet 19.

ACCESS ADVANTAGE PLUS® SERVICE (cont'd)

/4/

J. Access Advantage Plus Options^{/3/} (cont'd)**3. Termination Charges**

Customers requesting to discontinue services provided under the TPP, agreement or contract, prior to the expiration of the agreement may be subject to termination charges. Payment of the applicable termination charge will not release the customer from other charges previously incurred and owed to the Company. In addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of Access Advantage Plus Options Service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP term

4. Rates and Charges

<u>Description</u>	<u>Credit USOC</u>	<u>Monthly Discount</u>
Access Advantage Plus Transport Three Year TPP	/RCRAH/	(\$50.00)
Integrated Voice Access Line Three Year TPP		
Single-line	/RCRAC/	(2.60)
Multi-line	/RCRAD/	(7.60)
Call Transfer Disconnect ^{/1/}	/RCRAE/	(7.50)
Call Forwarding ^{/1/}	/RCRAF/	(4.50)
Caller ID (Name and Number) ^{/1/}	/RCRAG/	(8.00)
Optional Calling Plans ^{/2/}		
1 Hr. Block of Time	/RCRAJ/	(4.18)
Additional Per Minute of Use		None

/1/ See Part 2 Section 12, Easy Options Packages, and Part 7 Section 1, Custom Calling Services for rates prior to application of discount.

/2/ See Part 20 Section 9, Long Distance Message Telecommunications - Optional Calling Plans, for rates prior to application of discount. Additional Per Minute of Use rates do apply.

/3/ Effective October 11, 2013, customers may not establish new Access Advantage Plus Options service, and existing term plans may not be renewed or extended.

/4/

/4/ Material formerly appeared in Part 6, Section 7, Sheet 20.

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE

/2/

Effective November 30, 2018, Customized Switched Metro Ethernet (CSME) Service will no longer be available for purchase by new or existing customers. The Company will no longer accept orders for adds, moves, changes or new term plans for CSME Service, and existing term plans may not be renewed, converted or extended. Following the expiration of a customer's existing CSME term agreement, service will be provided on a month-to-month basis at the applicable monthly extension rates until the service is discontinued.

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A. General

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Customized Switched Metro Ethernet Service (CSME Service) is a switched Layer 2 Ethernet network allowing for basic metropolitan Ethernet connectivity. CSME Service allows businesses to interconnect multiple customer locations within a LATA as if they were segments on the same LAN using packet-based switching technologies. Connections at the customer premises are made using Native Ethernet interfaces and traverse the MAN over fiber facilities. CSME Service provides bandwidth of either 10 Mbps, 100 Mbps or 1 Gbps^{/1/}.

Customers connect to CSME Service via one of the following standard connections, as requested by the customer:

- 10/100 Base T (10 Mbps or 100 Mbps)
- Gigabit Ethernet (1000 Base SX, 1000 Base LX/LH or 1000 Base ZX)

Customers may connect multiple locations together, as long as they are in the same LATA or MAN and the service is available. This service acts as an Ethernet bridge supporting LAN-to-LAN connections.

CSME Service includes the connection from the customer's premise to the Ethernet network, a port on the Ethernet network and the bandwidth that will be used across the network. An optional feature is the ability to segregate customer traffic, as deemed necessary by the customer. This traffic segregation is accomplished using Ethernet Virtual Connections (EVCs), at an additional charge.

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/1/ Bandwidth is inclusive of allowances for overhead within the Ethernet network. If a customer orders 1 Gbps of bandwidth on a single port, the Company reserves the right to use up to 10 % of the bandwidth for traffic management.

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/2/ Material formerly appeared in Part 6, Section 9, Sheet 20.

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

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B. Regulations

In addition to the regulations contained in this Guidebook, the following regulations apply to CSME Service:

1. CSME Service is provided at the option of the Company where equipment and facilities permit. If appropriate facilities are not available, Special Construction charges may apply.
2. The customer provided equipment (CPE) must deliver the data signal for the CSME transport within the industry specification for the subscribed data service. See *Technical References* following.
3. CSME Service supports full duplex communication.
4. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses. See *Rates and Charges* following.
5. CSME Service is distance limited, based on circuit configuration as determined by the Company. A repeater may be used to extend the transmission of CSME Service. See *Repeater under Service Components* following for further definition. See *Rates and Charges* following.
6. Should the customer wish to segregate traffic, a total of 8 Ethernet Virtual Connections (EVCs) may be configured per 10/100 Base T connection. A total of 64 EVCs may be configured per 1 Gbps connection. Should the customer request more than 64 EVCs on a 1 Gbps connection, a technical review will need to be conducted to determine whether the network will support more than 64 EVCs.
7. If a customer desires that service be provided on a due date less than the standard interval, the customer may request that service be provided on an expedited basis. If the Company determines that service can be provided on the requested expedited date and spare facilities are available, the Expedite Order Charge (per port, per location) will apply. See *Rates and Charges* following.
8. If the customer cancels service prior to installation being completed, a Service Order Cancellation charge (per port, per location) will apply. See *Rates and Charges* following. The customer's intent to cancel service must be made in writing.
9. CSME Service may be available in a meet-point billing arrangement involving another Incumbent Local Exchange Carrier (ILEC) (sometimes also referred to as an Independent Company or ICO), where suitable facilities exist and where appropriate procedures for such arrangements have been put in place between the Company and the other ILEC. When the Company and another ILEC jointly provision CSME Service with the other ILEC's service, the ILEC involved shall bill the customer at that ILEC's applicable rates for their portion of the service located in their operating territory. Ordering and provisioning procedures may vary, and therefore Meet-Point rate elements and charges may not be applicable, when the other ILEC involved in the Meet-Point arrangement is an AT&T ILEC.
10. Service Level Agreements are not offered with this service. However, Credit Allowances are applicable. See *Rates and Charges* following.

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 21.

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

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B. Regulations (cont'd)

11. The Company will use controls to limit the amount of multicast and broadcast traffic to protect the CSME network against traffic storms. The maximum throughput of multicast traffic will be set at 1 Mbps per customer port, while the maximum throughput of broadcast traffic will be set at 200 packets per second per port. The Company recommends that customers enable controls for multicast, broadcast and unknown unicast traffic within the customer network(s) .
12. If the 10 Mbps or 100 Mbps connection is ordered, it will only be provisioned using the 10/100BaseT connection.
13. Allowance for Interruption

In case of an interruption to service, allowance for the period of interruption, if not due to the negligence of the customer or the customer's end user, shall be as follows: no credit shall be allowed for an interruption of less than 10 seconds. The customer shall be credited for an interruption of 10 seconds or more as follows: the credit shall be at the rate of 10/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues. The credit allowance(s) for service interruptions shall not exceed 100% of the applicable monthly rates.

The Company will be excluded from providing an Allowance for Interruption should any of the following conditions occur:

- Force majeure events such as, but not limited to, an earthquake, hurricane, flood, fire, storms, tornadoes, explosion, lightning, power surges or failure, fiber cuts, strikes or labor disputes, acts of war, civil disturbances, acts of civil or military authorities or public enemy, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.
 - The failures of any components beyond the local facility including the Network Interface (NI), the CSU/DSU/Channel band/Extended Demarcation are excluded from the service outage calculation.
 - Data loss during the Company's scheduled maintenance window.
 - Failures attributed to facilities or equipment provided by customer or its contractors, equipment vendors, another local exchange carrier or inter-exchange carrier.
14. The responsibility of the Company shall be limited to furnishing the CSME network. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by CPE or for the quality of, or defects in, such transmission or the rejection of signal by CPE. The Company shall not be responsible for installation, operation, maintenance or adapting CSME to the technological requirements of specific CPE. In addition, the Company shall not be responsible to the customer if changes in any of the equipment, operations or procedures of the Company used in the provisioning of CSME render any facilities provided by the customer obsolete; or require modification or alteration of such equipment or system; or otherwise affect its use or performance, provided the Company has met all applicable information disclosure requirements otherwise required by law.
 15. Customers will be permitted to move from a 10 Mbps or 100 Mbps Connection to a 1 Gbps Connection, however, the Nonrecurring Charge associated with the new 1 Gbps Connection will apply. See *Prices* following.

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 22.

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

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C. Technical Specifications Packages

Technical specifications for CSME Service are described in the following technical references:

Ethernet Standards

SBC TP-76412-000

Network Equipment Design Requirements

SBC TP-76200MP

These publications may be obtained from:

APEX Support Team
734-523-7348

D. Service Components

There is one standard (or required) rate element which applies for CSME Service: Usage, Port, Transport and Interface.

Usage, Port, Transport and Interface

Provides for the physical connection between the customer's premise and the serving wire center, as well as the bandwidth that will be used by the customer at each location. Several interface protocols are available: 10/100 Base T and Gigabit Ethernet (1000 Base SX, 1000 Base LX/LH or 1000 Base ZX).

In addition, there are optional rate elements which may apply to CSME, depending on the customer's configuration:

Additional MAC Addresses

Media Access Control (MAC) Addresses denote a data link layer protocol used for Layer 2 connectivity. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses.

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 23.

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

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D. Service Components (cont'd)Ethernet Virtual Connections (EVCs)

An Ethernet Virtual Connection is a logical point-to-point connection between two customer locations, and goes from the customer demarcation point at one location through the network to terminate at the demarcation point at the second customer location. Customers use EVCs if they desire traffic segregation, but EVCs will not provide for traffic prioritization. EVCs may be ordered to establish additional virtual connections over the same physical connection. When EVCs are ordered, the customer must designate the amount of bandwidth to be assigned to each EVC. EVCs can be set in 1 Mbps increments from 5 Mbps to 1 Gbps.

Repeater

For those customers who are located outside normal transmission parameters, service can be provided using a repeater to be placed in Company wire centers. An engineering study will be completed to ensure transmission parameters can be met using a repeater, and the Company will determine when Repeaters are necessary. Additional charges will apply. Provisioning of CSME Service is subject to the availability and operational limitations of the equipment and associated facilities.

Meet-Point Billing Options

Meet-Point is available in two configurations:

Direct LEC Connection is provisioned using a standard CSME Connection, plus Mileage. The mileage is measured in airline miles from the CSME switch location to the ILEC (ICO) meet-point location.

GigE ICO Trunking Arrangement applies an ICO Trunk Connection Charge between the CSME switch location and the ICO meet-point location that is shared with the ILEC (ICO) Ethernet switch. The ICO Trunk Connection Charge is applied to each customer Ethernet Virtual Channel (EVC) that is transported on the GigE trunk backbone to the ICO meet-point. The ICO Trunk Mileage charge is applicable to each customer Ethernet Virtual Channel (EVC) transported across the GigE trunk when mileage exceeds 10 miles. Mileage is calculated from the CSME switch location to the ICO meet-point location.

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CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

/3/

E. Rates and Charges

There are two types of rates and charges for CSME Service: Nonrecurring Charges and Recurring Charges.

Nonrecurring Charges are one-time charges that apply for specific work activity related to the provisioning of CSME Service.

Recurring Charges are flat recurring rates that apply each month or fraction thereof that the service is provided. Recurring rates may be applied only over a 36 or 60^{/2/} month period under the terms and conditions of the Term Pricing Plan (TPP), described in *Term Pricing Plan (TPP)* following. Upon completion of a TPP, a customer's service will automatically convert to the Monthly Extension rates unless the customer requests a new TPP. No customer shall purchase CSME Service on a month-to-month basis prior to the completion of a TPP.

<u>Description</u>	Nonrecurring <u>Charge</u>	Monthly Payment <i>Term Payment Plans</i>		<u>Monthly Extension</u>
		<u>36 Months</u>	<u>60^{/2/} Months</u>	
<i>Standard Charges</i>				
Usage, Port, Transport, Interface				
- each customer location				
10 Mbps Connection /P9FYX/	\$1,600.00	\$1,170.00	\$1,100.00	\$1,550.00
- Subsequent 10 Mbps Connection ^{/1/} /P9FZX/	1,150.00	950.00	800.00	1,200.00
100 Mbps Connection /P9FKX/	1,925.00	1,665.00	1,600.00	2,500.00
- Subsequent 100 Mbps Connection ^{/1/} /P9FPX/	1,200.00	1,200.00	1,025.00	1,560.00
1 Gbps /P9FLX/	2,500.00	3,220.00	3,080.00	3,900.00
<i>Optional Charges</i>				
Repeater				
- each /VU4/	250.00	400.00	375.00	475.00

/1/ Any Subsequent 10 Mbps or 100 Mbps Connections must terminate at the same locations as the original 10 Mbps or 100 Mbps Connections.

/2/ Effective November 15, 2013, customers may not establish new term plans greater than 36 months for CSME Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

/3/ Material formerly appeared in Part 6, Section 9, Sheet 25.

/3/

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

/3/

E. Rates and Charges (cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
<i>Optional Charges (cont'd)</i>		
Meet-Point Billing Options		
- Direct LEC Connection, Mileage		
Above 0 and inclusive of 10 miles	\$1,200.00	\$500.00
Above 10 and inclusive of 25 miles	1,200.00	1,000.00
Above 25 and inclusive of 35 miles	1,200.00	1,500.00
Above 35 and inclusive of 50 miles	1,200.00	2,500.00

<u>Description</u>	<u>Nonrecurring Charge</u> ^{/1/}	<u>Monthly Payment</u> <i>Term Payment Plans</i>		<u>Monthly Extension</u>
		<u>36 Months</u>	<u>60^{/2/} Months</u>	
- GigE ICO Trunking Arrangement				
ICO Trunk Connection Charge, per EVC				
10 Mbps	\$525.00	\$420.00	\$360.00	\$660.00
100 Mbps	800.00	840.00	720.00	1,290.00
1 Gbps	1,100.00	4,830.00	4,100.00	7,360.00

/3/

/1/ Nonrecurring charges will be waived for those customers selecting the 36 or 60 month Term Payment Plan (TPP) period for new service.

/3/

/2/ Effective November 15, 2013, customers may not establish new term plans greater than 36 months for CSME Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

/3/

/3/ Material formerly appeared in Part 6, Section 9, Sheet 26.

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

/1/

E. Rates and Charges (cont'd)

<u>Description</u>	<u>Monthly Price</u>
<i>Optional Charges (cont'd)</i>	
Meet-Point Billing Options (cont'd)	
- GigE ICO Trunking Arrangement (cont'd)	
ICO Trunk Mileage, per EVC	
Above 0 and inclusive of 10 miles	N/A
Above 10 and inclusive of 25 miles	
10 Mbps	\$170.00
100 Mbps	375.00
1 Gbps	1,500.00
Above 25 and inclusive of 35 miles	
10 Mbps	270.00
100 Mbps	675.00
1 Gbps	1,750.00
Above 35 and inclusive of 50 miles	
10 Mbps	410.00
100 Mbps	1,100.00
1 Gbps	2,000.00

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 27.

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

/1/

E. Rates and Charges (cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
<i>Optional Charges (cont'd)</i>		
Ethernet Virtual Connection (EVC)		
- per connection /EVNDE/	\$70.00	\$25.00
Additional MAC Addresses		
- 151-200 MAC Addresses /M2CAX/	70.00	5.00
Service Order Cancellation		
- per location /OCGEO/	200.00	--
Expedite Order Charge		
- per location /EODEO/	300.00	--
Service Order Change Charge		
- applies to Bandwidth Usage Changes, EVC Changes and Configuration Changes for pending, initial service orders, per location /NHCEO/	75.00	--
Miscellaneous Change Charge		
- applies to Bandwidth Usage Changes, EVC Changes and Configuration Changes for subsequent changes to existing service, per location /NHCEN/	100.00	--

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 28.

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

/2/

F. Term Pricing Plan (TPP)

1. The TPP provides for 36 or 60^{/1/} month rate stabilization. Decreases in term monthly recurring rates will be passed on to customers who participate in a TPP. Should the Company increase its rates during the TPP period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under the TPP.
2. The customer may choose to terminate an existing TPP before the end of the 36 or 60^{/1/} month period and negotiate a new 36 or 60^{/1/} month TPP. The new TPP must be based upon the rates that are currently in effect and available to all customers.
3. The customer must provide the Company with a written notice of intent to renew a TPP no later than 90 days prior to its expiration. If the customer elects not to renew the TPP, or does not notify the Company of the customer's intent to renew the TPP, the service will automatically be billed under the monthly extension rates in effect at the time that TPP expires. Subsequently, customers under the monthly extension rates may convert their existing service to either a 36 or 60^{/1/} month TPP. Nonrecurring charges will be waived at the time of conversion.
4. Any Special Construction charges incurred for services billed under a TPP will be applicable as provided for in Part 2, Section 5.
5. If the customer terminates the TPP agreement prior to the expiration of the 36 or 60 month service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to:
 - Fifty percent (50%) of all recurring charges for the remaining months of the customer's term
6. Customers may move their existing service to a new location without incurring Termination Charges provided all of the following conditions are met:
 - The customer maintains the existing TPP at the new location or establishes a new TPP equal to or greater than the old location;
 - During the TPP, a customer may move a CSME Service location to another premises in the same LATA and keep the TPP in force without assessment of Termination Charges, provided no lapse in billing occurs;
 - The customer's request for disconnect at the existing location and the request for service at the new location are received at the same time, and the customer's disconnect order for the existing service references the new connect order for the new service;
 - Moves of one location to a premise in a different serving office may result in a change in the monthly charges. Nonrecurring charges as appropriate are applicable;
 - If the customer moves more than one location of the service concurrently, the customer will be liable for Termination Charges, as this is considered a complete disconnect of the service.

/1/ Effective November 15, 2013, customers may not establish new term plans greater than 36 months for CSME Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

/2/ Material formerly appeared in Part 6, Section 9, Sheet 29.

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CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

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F. Term Pricing Plan (TPP) (cont'd)

7. Customers will be permitted to upgrade from CSME Service to a higher-speed service provided by the Company, without incurring Termination Charges, given all of the following conditions are met:
- An upgrade is considered an increase in speed or capacity when comparing CSME Service to the new service.
 - The customer must issue a disconnect order for the existing CSME locations and place a service order for the new higher-speed service at the same locations such that there is no more than 90 days overlap in service.
 - The term of the new higher-speed service contract must be equal to or greater than the remaining time left on the existing CSME contract.
 - The existing CSME Service must have been in service for a minimum period of 15 months for a 3-year contract or 18 months for a 5-year contract.
 - For customers upgrading from CSME to OPT-E-MAN® Service, the customer's network configuration must remain the same (i.e. multipoint CSME to multipoint OPT-E-MAN). The number of OPT-E-MAN locations must be greater than or equal to the current number of CSME locations.
 - For customers upgrading from CSME to OPT-E-MAN Service, a minimum of 50% of the connection speed for each individual connection must be maintained:
 - If customer has a 1 Gbps CSME connection, then customer must purchase a minimum 500 Mbps OPT-E-MAN connection
 - If customer has a 100 Mbps CSME connection, then customer must purchase a minimum 50 Mbps OPT-E-MAN connection
 - If customer has a 10 Mbps CSME connection, then customer must purchase a minimum 5 Mbps OPT-E-MAN connection

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 30.

CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)

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F. Term Pricing Plan (TPP) (cont'd)8. Migration to AT&T Switched Ethernet ServiceSM

Customers subscribing to CSME Service may migrate to AT&T Switched Ethernet Service provided by the Company without incurring termination liability, subject to the following conditions:

- The new AT&T Switched Ethernet Service and the existing CSME Service must be billed to the same customer of record at the same customer locations.
- The customer's existing service must have been in place for at least 12 months.
- The minimum term for the new service must be at least 12 months and must be equal to or greater than the number of months remaining in the customer's existing Term Payment Plan (TPP) term.
- The speed (capacity/bandwidth) of the new service must be equal to or greater than that of the existing service.
- The customer must issue a disconnect order for the replaced CSME Service to be effective within 90 days after the AT&T Switched Ethernet Service installation date. The disconnect and new orders must be coordinated through the Company.
- If overlapping service is required, the period will be limited to not more than 90 days and billing will apply to both services during the time both services are available

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SM AT&T Switched Ethernet Service is a service mark of AT&T Intellectual Property.

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/1/ Material formerly appeared in Part 6, Section 9, Sheet 31.