AUTOTAS[1] ANSWERING SYSTEM
(NOT AVAILABLE FOR NEW INSTALLATIONS)

A. DESCRIPTION

The AUTOTAS System is an electronically controlled system provided for the purpose of answering calls from the message network. This system is not available for new installation. Additions to existing systems can be made to the capacity of the common equipment.

The AUTOTAS - Common Equipment is an integral part of the system and is designed to be located on the subscriber's premises. The common equipment is connected to the message network via DID trunks, Dial Tone Line trunks (non-DID) and/or Concentrator Lines and automatically routes incoming calls to an available operator console position for answering. The common equipment monitors which operator console position has been idle the longest and routes the next incoming call to that position.

Each subscriber operator console position consists of an Operator Console Unit and a customer-provided Key Telephone set. An optional Patching Unit may also be used by the subscriber's operator(s) to effect a three-way call and then connect two parties together.

When an incoming call is routed to an operator console position by the AUTOTAS - Common Equipment a three-digit client identification and a two-digit line number code (numeric) will appear on the Operator Console LED display. The subscriber's use of the optional Management Information and Administration Terminal will allow for up to 32 characters of additional alphanumeric information to be displayed on the Operator Console LED display.

Based on availability of facilities and the requirements of the subscriber, incoming client calls to the AUTOTAS System - Common Equipment can be handled in one of three ways: (1) by using Custom Calling Service - Call Forwarding where available on client lines, and assignment of DID telephone numbers to each client by the subscriber; (2) by directly terminating client Secretarial lines on an AUTOTAS System - Master or Slave Concentrator; (3) by the client's use of Call Diverter equipment designed for use with the AUTOTAS System.

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B. GLOSSARY OF TERMS

Automatic Call Distribution – This feature ensures that incoming calls are routed to available operators in a uniform manner. The equipment monitors which operator has been idle the longest and routes the incoming call to that position. If all operator positions are busy, the call is routed to the operator who has been busy longest because this operator is most likely to become available first. In addition, a Protocol Switch at the common equipment location is available. When the Protocol is on, calls are handled as described preceding. In the off position, when all operator console positions are busy, an incoming call is directed to the console that is wired to operator position circuit number one (1) in the common equipment, which is designed as the priority position.

Automatic Delay Announcement – An option for routing incoming calls to a customer-provided recorded announcement when all positions are busy. After receiving this announcement, calls are placed in the "hold" queue.

Call Waiting Indicator – The Call Waiting indicator is activated when an incoming call is received by the operator console position. The Call Waiting indicator also functions as a "Call-on-hold" condition indicator. When all operator positions are busy and an operator places an incoming call on hold, the Call Waiting indicator flashes at all operator consoles indicating that a call is waiting in the hold queue.

Client Line Control – This feature provides a means of eliminating the potential for possible interference between the operator and the client when they both attempt to answer an incoming call that is handled through the concentrator.

Display of Call Count – The operator console may also be utilized to tabulate calls processed by that position. The count is provided on the five-digit LED display through use of the in/out rocket switch. Ability to reset the count to zero can be placed under supervisor control.

Display of Client Information – When an incoming call is routed to an operator position by the AUTOTAS – Common Equipment, the operator console displays a three-digit client identification and two-digit incoming line number. If the optional Management Information and Administration Terminal is also provided, a 32 character answering phrase will additionally be displayed on the attendant console when the incoming call is received. This feature significantly reduces operator answer time; client answering phrases may be updated or changed by the subscriber through the management terminal.

In addition to LED display of client information, the operator is also provided with an audible alert tone when the incoming call is received and simultaneously the system lights the call waiting lamp on the operator console. These indicators cease when the call is answered.

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B. GLOSSARY OF TERMS (Cont'd)

Management Information and Administration Terminal and Feature Package – If the management terminal is provided as a system option, an optional traffic statistics feature package is also available. This package provides for the accumulation and display at the management terminal of call statistics associated with the system and individual operator positions.

The following information may be displayed:

1. Total calls per subscriber.
2. Total abandoned "hold" calls.
3. Average time a call is on "hold".
4. Total incoming calls for each operator position.
5. Total outgoing calls for each operator position.
6. Total off-line time per operator position.

Message Waiting Indicator – This console light alerts the operator that messages have been left for a client. The light is activated by the operator by activating a two-position rocker switch to "on" when a message is left for a client. Thereafter, whenever the client ID is displayed on the operator console the Message Waiting indicator will be activated. The Message Waiting light may be cleared by the operator by activating the two-position rocker switch associated with the light to "off".

Music-on-Hold – The AUTOTAS–Common Equipment provides an interface for a channel to a customer-provided music source. When a music source is employed, the common equipment will route music to callers currently in the "hold" queue and automatically disconnect the music channel when the call is answered.

Mute Switch – The Mute Switch enables the operator to effect a silent hold condition while performing a time-consuming task such as searching for file information. The incoming caller is thus screened from background noise while holding. This function is under the control of a two-position rocker switch and may be activated by the operator.

Patching Unit – This function provides the operator with the capability to effect a three-way call and then connect two parties together. An incoming call for a client, for example, may be patched to the client after the operator calls the client on a separate line. The patching function is optional and requires equipment in addition to the operator positions. Up to two patches per patch unit may be made simultaneously, and each operator can be provided an individual patch unit.

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B. GLOSSARY OF TERMS (Cont'd)

Ring Counting – This feature allows the client's line to be answered immediately or after three or five rings; an option is also provided for no answer. Ring counts may be varied for a client by time of day using the management information and administration terminal. The no-answer option would be employed for non-24 hour customers and would effectively deactivate their Secretarial service as desired. Calls are displayed to the operator position by the common equipment only when the appropriate concentrator ring count is reached. If the management terminal is not selected as a system option, a non-optional default ring count of three is employed for all client lines.

Special Instruction Indicator – The operation of this indicator is similar to that of the Message Waiting light. The Special Instruction light is under individual rocker switch control and is activated by the operator as a reminder to take specific action when the client ID is displayed. As an example of this function, the operators might use the Special Instruction indicator as a reminder of a patch call to be established when the client calls in.

C. GENERAL REGULATIONS

1. A maximum of 6 Operator Consoles and 29 incoming trunks may be connected through the AUTOTAS - Common Equipment. The total number of trunks (29) can be arranged in various combinations of Concentrator lines, DID and Call Diverter Central Office trunks. When using only DID trunks the Common Equipment incoming trunk capacity is reduced from 29 to 24.

2. Each Master Concentrator provides capacity for up to 256 client secretarial lines connections and 16 concentrator lines. Up to 2 Slave Concentrators (256 client lines each) may be connected to a Master Concentrator to provide system capacity of 768 client secretarial lines. Each concentrator line between the Master Concentrator(s) and the AUTOTAS - Common Equipment requires a Trunk Card (non-DID trunk) connection on the Common Equipment.

3. Each AUTOTAS System can serve up to 1,000 client lines using DID, Call Diverter Central Office trunks and Concentrators, but only 768 clients when using Concentrator type equipment exclusively.

4. One Management Information and Administration Feature Package (optional) may be provided with each AUTOTAS System. This feature package requires the use of the Management Information and Administration Terminal (USOC HXG).

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C. GENERAL REGULATIONS (Cont'd)

5. The various AUTOTAS System standard or optional equipment components and feature offerings (except for Concentrators and Call Diverters) must be located on the same subscriber's premises as the Common Equipment.

6. One Patching Unit for each Operator Console may be provided.

7. Neither partial nor complete suspension of AUTOTAS Answering System is permitted.

D. SERVICE FEATURES

1. Standard

a. Automatic Call Distribution
b. Automatic Delay Announcement
c. Call Waiting Indicator
d. Display of Call Count
e. Display of Client Information
f. Message Waiting Indicator
g. Music-on-Hold
h. Mute Switch
i. Ring Counting
j. Special Instruction Indicator

2. Optional

a. Management Information and Administration Feature Package
b. Management Information and Administration Terminal
c. Patching Unit

E. RATES

1. APPLICATION OF CHARGES

Channels connecting the concentrator with the subscriber's premises shall be provided at the rates and charges in Section 21B of this Tariff for Telephone Lines Between Concentrator and Identifier or Concentrator and Secretarial Equipment. Also required for operation with each Master Concentrator is a Metallic Channel (to provide signalling between the concentrator and Management Terminal) at the rates shown in the Special Services Tariff (Pa. P.U.C.-No. 304), except that only one Local Channel is applicable. This channel is only required when a Management Terminal is provided and is used specifically to program the ring count function of the Concentrator.

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E. RATES (Cont'd)

1. APPLICATION OF CHARGES (Cont'd)

b. Client Secretarial lines connected to either the Master or Slave concentrator (billed to the client) shall be provided at the rates and charges in Section 14 of this Tariff for Series 2000 and Section 21B of this Tariff for Type 2041 Channels.

c. Exchange Access facilities used by the subscriber to receive calls initiated by Call Diverters, shall be provided at Dial Tone Line Charges.

d. DID Service used by AUTOTAS Answering System subscribers shall be in accordance with the rates and regulations in Section 27 of this Tariff.

2. NON-RECURRING CHARGES

a. Premises work charges as specified in Section 22A of Telephone Company's Pa. P.U.C. -No. 1 Tariff apply in addition to the monthly rates, product/service and non-recurring harges following.

b. AUTOTAS Answering System product/service charges are applied at the time of installation or, where a Two-Tier Payment Plan is elected, may be deferred over the Tier A period. If the subscriber elects to pay the product/service charges over the Tier A period, the following factors are applied to the product/service charge to determine the amount to be added to the Tier A monthly rate. Selection of the factor is determined by the Tier A period selected for a monthly rate.

36 Months	60 Months	84 Months
.0347	.0231	.0183

c. The following Service Establishment Charge applies whether the subscriber selects either the Two-Tier or the Companion Payment Plan.

	Service Establishment Charge
Management Information and Administration Feature Package (HXH)	$ 2,415.00

The Service Establishment charge is due and payable at the time service begins and may not be spread over the Tier A period of the Two-Tier Payment Plan.

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E. RATES (Cont'd)

3. TWO-TIER AND COMPANION MONTHLY RATES AND PRODUCT/SERVICE CHARGES[2]

	Product/ Service Charge	Monthly Rates Two-Tier Payment Plan Tier A 36 Mos	Tier A 60 Mos	Tier A 84 Mos	Tier B	Companion Payment Plan	USOC
AUTOTAS - Common Equipment, including terminations for first 5 non-DID trunks and/or Concentrator lines, one per system[3]	-	$256.00	$171.00	$135.00	$85.00	$246.00	HXA
Trunk Card, each (additional Capa-city for 6 Trunks and/or Concentrator lines)	$150.00	91.00	60.50	48.00	13.50	69.50	HXC
Common Equipment for DID	17.00	28.50	19.00	15.00	5.50	23.00	HXF
DID Trunk Card, each(Capacity 6 DID Trunks)	160.00	106.00	70.50	56.00	19.00	84.00	HXD
Operator Console, each	85.00	91.00	60.75	48.00	21.00	83.50	HXE
Management Information and Administration Terminal, includes 30 route feet of connect-ing cable subject to a maximum 90 route feet (one per system).	60.00	514.00	342.00	270.00	149.00	463.00	HXG

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2 See also Section 1B of the Telephone Company's Pa. P.U.C. –No. 1 Tariff.
3 Not available for new installations.

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E. RATES (Cont'd)

3. TWO-TIER AND COMPANION MONTHLY RATES AND PRODUCT/SERVICE CHARGES[2] (Cont'd)

	Product/ Service Charge	Monthly Rates: Two-Tier Payment Plan: Tier A 36 Mos	Tier A 60 Mos	Tier A 84 Mos	Tier B	Companion Payment Plan	USOC
Additional cable for Management Information and Administration Terminal, each 30 route Ft.	$ 30.00	[3]	[3]	[3]	[3]	$ 3.00	HXO
Management Information and Administration Feature Package[4]	-	-	-	-	-	-	HXH
Patching Unit, each (capacity for two simultaneous patches)	115.00	$ 70.50	$ 47.00	$ 37.25	$16.50	64.75	HXM
Master Concentrator, each	3485.00	309.00	206.00	163.00	152.00	333.00	HXJ
Slave concentrator, each	1405.00	71.50	47.75	37.75	52.00	90.50	HXN
Client Line Control, each (for 25 client line terminations or fraction thereof)	145.00	32.25	21.25	17.00	12.00	29.25	HXQ

1 Service Mark of Candela Corporation.
2 See also Section 1B of the Telephone Company's Pa. P.U.C. –No. 1 Tariff.
3 Not available under Two-Tier Payment Plan.
4 A Service Establishment charge also applies. See 2.c. preceding.

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E. RATES (Cont'd)

3. TWO-TIER AND COMPANION MONTHLY RATES AND PRODUCT/SERVICE CHARGES[2] (Cont'd)

	Monthly Rates					
	Product/ Service Charge	Two-Tier Payment Plan				Companion Payment Plan	USOC
		Tier A			Tier B		
		36 Mos	60 Mos	84 Mos			
Concentrator Line Card, each for 32 client lines or fraction thereof	$105.00	$58.75	$39.25	$31.00	$23.00	$50.00	HXL
Call Diverter, each[3]	80.00	[4]	[4]	[4]	[4]	22.25	HXP

4. MISCELLANEOUS NON-RECURRING CHARGES

	Non-Recurring Charge

Move and Change Charges

Moves, changes and rearrangement of AUTOTAS equipment or components will be based on cost including engineering, installation labor and material.

Equipment or Feature Addition Charges

These charges consist of System Charges and any applicable Unit Charges. These charges apply when rate elements are added to an existing system and are in addition to the Product/Service Charges shown for the rate elements being added.

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2 See also Section 1B of the Telephone Company's Pa. P.U.C. –No. 1 Tariff.
3 Call Diverters are located on client premises and are billed to the client. A second individual Dial Tone line is required for each Call Diverter and is also billed to the client.
4 Not available under a Two-Tier Payment Plan.

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E. RATES (Cont'd)

4. MISCELLANEOUS NON-RECURRING CHARGES (Cont'd)

	Non-Recurring Charge
System Charge, each occasion	
For adding equipment on the subscriber's premises	$410.00
For adding Concentrator equipment in the central office, per central office	330.00
For adding Client Line Control capacity, per central office	330.00
Unit Charge, Group 1, each unit	100.00
Additional Trunk Card	
DID Trunk Card	
Operator Console	
Management Information and Administration Terminal	
Management Information and Administration Package	
Patching Unit	
Unit Charge, Group 2, each unit	90.00
DID Common Equipment	
Management Terminal	
Additional Cable, (each 30 feet)	
Unit Charge, Group 3, each unit	
Slave Concentrator	660.00
Unit Charge, Group 4, each unit	
Concentrator Line Card	185.00

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