

CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1, 2}

Automatic Call Distribution-Management Information System (ACD/MIS)

- 1) ACD/MIS is available to either existing or new ISDN-BRI customers.
- 2) ACD/MIS will be furnished only from central offices that are technically capable and equipped for providing the service.
- 3) Customers will be required to provide compatible customer premises equipment (CPE). The Company makes no guarantees and assumes no liability associated with the customer's receipt of data if the CPE does not meet the Company's compatibility requirements.
- 4) Customers must have the Basic ACD Feature Package before subscribing to the Advanced ACD/MIS features.
- 5) Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.

NOTE: This service is only available to customers formerly under the jurisdiction of Telephone – Pa. P.U.C. No. 1 and only to the extent that it is technically able to be provided by the Central Office Equipment available.

¹ Effective May 16, 2017, all new Centranet/Digital (ISDN) Centranet systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

² Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

Verizon North LLC

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RATES AND CHARGES

Automatic Call Distribution/Management Information System (ACD/MIS) *	Nonrecurring Charge	Monthly Rates	ISOC
Basic ACD Feature Package			
per ACD Group	55.00		(50900)
per ACD Line		28.40	(50901)
Multipoint ACD Line		42.60	(50911)
½ Multipoint ACD Line		21.30	(50912)
Advanced ACD/MIS Optional Features			
Additional Queue Slots			
per System	25.00		(50909)
per Slots		2.50	(50910)
Call Prompts ⁽¹⁾			
per step ⁽²⁾	100.00		(50902)
per step ⁽²⁾		150.00	(50903)
Call Vectoring			
per ACD Group	40.00		(50904)
per ACD Line		4.00	(50905)
Direct Agent Access			
per Access Number	N/A	2.00	(50906)
MIS Data Link			
per link ⁽³⁾	25.00		(50907)
per link ⁽³⁾		80.00	(50908)

NOTE: This service is only available to customers formerly under the jurisdiction of Telephone – Pa. P.U.C. No. 1 and only to the extent that it is technically able to be provided by the Central Office Equipment available.

* Where facilities are available.

⁽¹⁾ Customer must subscribe to Call Vectoring to have Call Prompts.

⁽²⁾ The Nonrecurring Charges for Call Prompts apply per step. Each arrangement level is a "step", for example: the first step would ask the customer to press "1" for the Accounting Department or press "2" for Engineering. Once the customer responded to the first prompt, the second step would then ask the customer to press "1" for Cost Accounting, "2" for Disbursement Accounting, and so on.

⁽³⁾ One MIS Link is required for each supervisor's workstation.

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