

OPERATOR SERVICES-AUTOMATIC CALL DISTRIBUTION SERVICE

(C)

A. GENERAL

This tariff section contains a schedule of rates and regulations applicable to Operator Services-Automatic Call Distribution Service (OS-ACD) provided by Verizon Pennsylvania Inc. to information service providers (ISPs) for the purpose of providing enhanced directory assistance services.

B. REGULATIONS

1. OS-ACD Service will provide users access to an use of the automatic call distribution functionality of Nortel's Telephone Operator Position System (TOPS™).
2. OS-ACD Service will be available at switch locations designated by the Telephone Company. Additional locations will be added, as facilities become available.
3. For calls delivered to the Telephone Company's operator services network by the customer, OS-ACD service will queue, route, and manage calls to customer-provided operator service positions (OSPs) that are compatible with Nortel's Open Position Protocol (OPP).
4. Customized branding is an optional feature of OS-ACD. It will be provided at no charge.
5. The number of positions served and the call processing capacity of OS-ACD is engineered based on the customer's requirements and the Telephone Company's available capacity.
6. The customer is responsible for transport facilities required to transport calls to the designated OS-ACD switch and for the interconnecting facilities between the designated OS-ACD switch and the customer-provided OSPs.
7. Testing and implementation are required and will be priced on an individual case basis.

C. RATES

OS-ACD, per call..... \$0.0524