

CENTREX AUTOMATIC CALL DISTRIBUTION SERVICE#

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A. GENERAL

Centrex Automatic Call Distribution (ACD) Service provides for equitable distribution of large volumes of incoming calls to the customer's available call answering (agent) positions.

A Centrex ACD system consists of agent and supervisor positions that share common central office equipment and a common ACD central office identification.

Centrex ACD Service can also provide an optional data stream of call events to a compatible customer provided computer. The customer can use the computer to prepare management information reports. This feature also enables the customer to reassign agents to different groups within the same Centrex ACD system and to modify their ACD system parameters (for example, number of calls in queue) using various customer changeable programmed instructions to the Centrex ACD system.

B. TERMS AND CONDITIONS

1. Centrex ACD Service is a service served by compatible electronic type switching equipment.
2. Centrex ACD Service includes the following standard features:

Abandoned Call Clearing

Abandoned Call Clearing is a feature which provides for the removal of a call when a caller abandons the call either while in an agent queue or after the call is presented to an agent position.

ACD Directory Numbers

ACD Directory Numbers are unique directory numbers used to receive incoming calls.

Agent Button

The Agent Button provides the supervisor with the capability to call a specific agent.

Agent Log In/Log Out

The Agent Log In/Log Out feature allows the customer to assign a code to each individual member of an ACD Group that would be used as an identification code.

- # Effective June 1, 2016, Centrex Automatic Call Distribution Service is no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.

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B. TERMS AND CONDITIONS (Cont'd)

2. Centrex ACD Service includes the following standard features: (Cont'd)

Answer Agent

The Answer Agent feature permits the supervisor to answer calls from agents.

Answer Emergency

The Answer Emergency feature supplies an emergency indication to a supervisor and an optional automatic conference when an agent activates an emergency button.

Automatic Overflow

The Automatic Overflow feature allows the customer to specify both the maximum number of calls that can be queued and a maximum anticipated waiting time before newly arriving calls will be sent to a customer-specified route instead of being placed in queue.

Call Delay Announcement

The Call Delay Announcement feature provides announcements to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds the customer's specifications. This feature may not be used by the customer to store, play back, and/or forward messages relating to the customer's internal business.

The following call status announcements are provided with basic Centrex ACD Service:

- One initial Call Delay Announcement per group
- One secondary Call Delay Announcement per group
- One Night Service Announcement per group

Call Source Identification

The Call Source Identification feature provides for the display of the point of origin (for calls originating from within the same customer group, the caller's extension is displayed; for calls originating from other customer groups served by the same central office, the calling party's directory number is displayed; and for calls originating from trunks, a trunk group identifier is displayed) of the incoming call at the agent's position.

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B. TERMS AND CONDITIONS (Cont'd)

2. Centrex ACD Service includes the following standard features: (Cont'd)

Call Supervisor

The Call Supervisor feature allows the agent to contact the supervisor quickly by depressing a single button.

Call Transfer/Three-way Calling

The Call Transfer/Three-way Calling feature allows the agent to transfer calls to another agent. Agents equipped with this feature can also establish calls involving three or more parties.

Called Number Display

The Called Number Display feature provides a display of the directory number dialed to agents using customer-provided telephones with display.

Display Queue Status

The Display Queue Status feature allows a supervisor using a telephone with display to view the current load status statistics for an ACD group.

Emergency Alert

The Emergency Alert feature allows an agent to immediately conference a supervisor by depressing a single button. The supervisor will also receive an indication that the agent has an emergency.

Incoming Call Queue

The Incoming Call Queue feature allows incoming calls to be placed in a queue when all agents are busy.

Make Busy

The Make Busy feature allows agents to make their positions not available to receive a new ACD call or a non-ACD call.

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B. TERMS AND CONDITIONS (Cont'd)

2. Centrex ACD Service includes the following standard features: (Cont'd)

Multistage Queue Status Display

The Multistage Queue Status Display feature allows agents and supervisors to quickly and easily determine the length of time the calls are held in queue before being answered.

Night Service

The Night Service feature allows the customer to route all new incoming calls to a customer specified destination (a night announcement, another ACD group, an external directory number, etc.). Night announcements inform callers that the call cannot be completed and to call back at a later time. Night announcements may not be used by the customer to store, play back, and/or forward messages relating to a customer's internal business.

Night Service Control

The Night Service Control feature provides the ability to activate Night Service for one or more agent groups within the same customer system.

Not Ready

The Not Ready feature allows agents to make their positions not available to receive new ACD system calls. This allows agents to follow up on transactions without being interrupted by the next call.

Position Status Display

The Position Status Display feature provides basic management information and status of agent positions to administrative personnel.

Queue Status

The Queue Status feature enables supervisors to determine which groups need help and whether additional agents or redistribution of agent positions is required to handle incoming calls more efficiently. Incoming call queues are audited to detect if any queues have overflowed. A customer indicator remains on until the audit determines that the calls for that agent group have resumed normal queuing.

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B. TERMS AND CONDITIONS (Cont'd)

2. Centrex ACD Service includes the following standard features: (Cont'd)

Service Supervising

The Service Supervising feature allows the supervisor to establish a listen-only path to an agent on an incoming or outgoing call. Service Supervising shall be used by the customer only in the ordinary course of the customer's business for lawful business purposes to listen to nonpersonal business calls. The customer shall notify its agents that Service Supervising has been installed and that calls may be listened to by supervisory employees of the customer.

The customer must comply with all federal and state laws and regulations applicable to use of Service Supervising. The customer shall indemnify, defend and hold harmless the Company and its agents, servants and employees, against any and all claims, demands, liabilities, losses, judgments, fines, penalties and expenses, arising out of or resulting from the failure of the customer or its agents, servants or employees to comply with federal and state laws and regulations applicable to use of Service Supervising.

Zip Tone

The Zip Tone feature provides a short burst of tone sound to alert the agent that an incoming call will be immediately connected.

3. The following optional features are available with Centrex ACD Service:

Management Information System, CompuCALL, Data Stream

The Management Information System, CompuCALL, Data Stream feature provides raw call processing data to a customer-provided management information system in a format determined by the Company. Also, The Management Information System, CompuCALL, Data Stream feature provides customer-change (reconfiguration) capability enabling customers to reconfigure their system parameters to handle incoming traffic loads.

Queue Slots (in excess of 30% of ACD positions)

The Queue Slots feature is a central office facility whereby incoming calls are held waiting the availability of an ACD position.

4. Centrex ACD Service is an optional Centrex Service. Customers must provide compatible premises equipment.

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B. TERMS AND CONDITIONS (Cont'd)

5. A customer must subscribe to and maintain a minimum of ten service positions per Centrex ACD system.
6. Centrex ACD Service is provided on a sliding scale based on the number of service positions.
7. Customers receive 30% queuing based on the total number of service positions. Additional queuing will be available at rates and charges specified for Queue Slots in C. following.
8. Centrex ACD Service is available under five different payment plans as follows:
 - a. Monthly basis
 - b. Schedule A - 12 to 36 months, high installation charge, low per month rate
 - c. Schedule B - 37 to 60 months, high installation charge, low per month rate
 - d. Schedule C - 12 to 36 months, low installation charge, high per month rate
 - e. Schedule D - 37 to 60 months, low installation charge, high per month rate

The customer may subscribe to service on a month-by-month basis or choose a contract (Schedule A, B, C or D) payment plan. A customer is permitted to select multiple payment plans.

9. Customers who have contracts for Centrex Automatic Call Distribution service may add additional positions on a month-to-month basis. The per-month rate for the additional positions would apply along with a one-month minimum revenue guarantee for the positions added outside the contract.
10. If Centrex ACD customers, under an existing payment plan contract, relocate their service within the same Company central office serving area, or upgrade their service and retain the same or greater number of Centrex ACD Service positions, the termination liability will not apply as long as the customer signs and fulfills the terms of a new payment plan contract of the same or greater duration. However, the customer must still pay the installation charges applicable to the installation of the service. Termination liability charges will apply to customers who terminate service before the expiration of an existing payment plan contract, or who cancel a payment plan contract before expiration of its term.

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B. TERMS AND CONDITIONS (Cont'd)

11. If service is disconnected for nonpayment, termination liability charges as described apply.

12. Centrex ACD Service contract termination liability charges will be determined as follows:

All Centrex Automatic Call Distribution Service contracts are subject to a per-month revenue guarantee for the duration of the contract. The guarantee is based on 90% of the ACD positions in service at the time the contract is established. The per-month revenue guarantee will be updated annually on the customer's anniversary date to provide for changes which have occurred since inception of the contract. The annual adjustment will be 90% of the ACD positions in service on the customer's contract anniversary date. However, the per-month revenue guarantee cannot decline below 90% of the ACD positions in service at the time the initial contract was established. Any deficit between the per-month billing for the ACD positions in service and the per-month revenue guarantee of a customer's ACD system will be billed to the customer for the duration such deficit exists.

13. Upon expiration of the payment plan contract period, customers may renew the contract based on current product guide rates, provided the equipment is not changed or rearranged, by payment of a Contract Renewal Charge, in which case no installation charges would apply.

14. Cancellation of a payment plan contract is effective upon receipt by the Company of written notification from the customer 30 days prior to the cancellation of the contract. The customer agrees to pay termination liability charges as specified preceding, if service is terminated on the date such notification is received.

C. RATES

	Installation	Per	
	<u>Charge</u>	<u>Month</u>	<u>USOC</u>

1. Centrex ACD Exchange Access	Rates and charges apply as specified for the appropriate Business Dial Tone Line PBX Trunk in the Local Exchange Services Tariff.		
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2. ACD Service, per line

a. For Service Subscribed to on a Month-to-month Basis, per ACD position.....

\$150.00	\$59.20*	AP02X
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* Subject to a six-month minimum revenue guarantee.

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C. RATES (Cont'd)

	Installation Charge	Per Month	USOC
2. ACD Service, per line (Cont'd)			
b. For Schedule A Contract, per ACD position, each†.....	\$700.00		AP01X
Up to 100 positions	-	\$19.20	AP01X
Up to 199 positions	-	18.95	AP01X
Up to 299 positions	-	18.70	AP01X
Up to 399 positions	-	18.45	AP01X
Over 399 positions	-	18.20	AP01X
c. For Schedule B Contract, per ACD position, each†.....	700.00		AP01X
Up to 100 positions	-	17.70	AP01X
Up to 199 positions	-	17.55	AP01X
Up to 299 positions	-	17.35	AP01X
Up to 399 positions	-	17.20	AP01X
Over 399 positions	-	16.95	AP01X
d. For Schedule C Contract, per ACD position, each†.....	50.00		AP01X
Up to 100 positions	-	36.20	AP01X
Up to 199 positions	-	35.20	AP01X
Up to 299 positions	-	34.20	AP01X
Up to 399 positions	-	33.20	AP01X
Over 399 positions	-	32.20	AP01X
e. For Schedule D Contract, per ACD position, each†.....	50.00		AP01X
Up to 100 positions	-	35.20	AP01X
Up to 199 positions	-	34.20	AP01X
Up to 299 positions	-	33.20	AP01X
Up to 399 positions	-	32.20	AP01X
Over 399 positions	-	31.20	AP01X

† Rates applicable to each position are those for the largest number of positions in service.

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C. RATES (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
3. Optional Features			
a. Management Information System, CompuCall†, Data Stream.....	\$200.00	\$175.00	AM1
b. Queue Slots, each.....	15.00	3.00	QSCP2
4. Contract Renewal Charge			
Per system.....	\$100.00		FPACS

† In addition, rates and charges apply for an appropriate Channel Service as specified in the Channel Services Product Guide.

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