



June 9, 2017

Public Utility Commission of Oregon
201 High Street, SE, Suite 100
Salem, Oregon 97301-3398

RE: Advice No. 2017-006-PL for Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Price List Fourth Edition

Dear Commissioners:

Attached for electronic filing are revised sheets for the Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Price List. This filing is being submitted with a proposed effective date of July 20, 2017.

See Attachment A for sheet revisions.

This filing grandfathers certain Central Office Type services: These services will no longer be available to new business customers. There is no change to rates or to the service for existing customers. The existing customers may retain the service as long as CenturyLink continues to offer it and as long as the customer does not move to another address or make changes to their service after the effective date. The proposed change becomes effective July 20, 2017.

Consideration and timely approval of these pages are respectfully requested. Please contact me if you have any questions regarding this filing at zarneisha.dixon@centurylink.com or 318-340-5938.

Sincerely,

A handwritten signature in black ink that reads "Zarneisha Dixon".

Zarneisha Dixon

Attachments

cc: Phil Grate, CenturyLink
John Felz, CenturyLink

ZARNEISHA DIXON

Tariff Analyst III

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ATTACHMENT A

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9. CENTRAL OFFICE SERVICES

9.4 RESERVED FOR FUTURE USE

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(M)Material moved to Section 109 Page 81.37.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109. OBSOLETE CENTRAL OFFICE SERVICES

(M-M1)

109.1 DIAL SWITCHING SYSTEMS

109.1.10 OPTIONAL SERVICE FEATURES

A. CENTRON Management System (CMS)

1. Description

CMS is a computer software program that provides the customer access to their data base for the purpose of general data base inquiry; the ability to move, add, delete and change features; the ability to move and change lines; and the generation of Basic Management Reports. CMS is available to customers with CENTRON, Centrex, CENTRAFLEX System 2 or Integrated Service Digital Network (ISDN) systems served by a 1AESS, 1ESS, DMS100 or 5ESS Central Office.

2. Standard Features

Inquiry

The ability to immediately access a data base to review the status of the lines and features of the customer's system.

Move, Add, Delete and Change

The ability to perform telephone number changes and to move, add delete or change most features of the system from customer provided equipment located on the customer's premise.

Basic Management Reports

The ability to design and create management reports regarding the customer's system. These reports vary by switch type and may change with software updates.

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(M) Material moved to Section 109, Page 16.8.

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109. OBSOLETE CENTRAL OFFICE SERVICES

(M-M1)

109.1 DIAL SWITCHING SYSTEMS

109.1.10 OPTIONAL SERVICE FEATURES

A. CENTRON Management System (CMS) (Cont'd)

3. Optional Features

Custom Reports

Customers can request customized report formats to be created for various aspects of their system. Once created, the custom report is stored in the customer's data base and can be recalled at will.

Priority Service

Allows customers to request "priority changes" which are then processed in the serving Central Office as soon as possible. Customers are limited to the number of priority requests that can be processed in one day.

Bulk Change

Allows customers to request the same change to be applied to multiple lines simultaneously. Customers may be limited to the number of changes in any single bulk change request in a single day.

Network Manipulation (DMS 100 only)

Allows customers to manage certain Network features such as Automatic Route Selection, Time of Day Routing and More Expensive Route Tone.

System Partitioning

The Company, upon the customer's request, can partition the CMS data base into separate sections representing different customer departments. Each partition can be arranged to be accessible only to certain users designated by the customer.

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(M) Material moved to Section 109, Page 16.9.

(M) Material moved from Section 9, Page 2.

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109. OBSOLETE CENTRAL OFFICE SERVICES

(M-M1)

109.1 DIAL SWITCHING SYSTEMS

109.1.10 OPTIONAL SERVICE FEATURES

A. CENTRON Management System (CMS) (Cont'd)

4. Terms and Conditions

- a. The Company will furnish and maintain CMS software for use by the customer.
- b. The customer must obtain and maintain a compatible computer terminal for use with CMS. The computer terminal is Customer Premises Equipment (CPE), and therefore, will not be furnished by the Company. Also, an associated telephone line is required, which is in addition to the rates and charges for CMS.
- c. The customer can utilize inquiry anytime, 22 hours a day, seven days a week, from the CMS data base. Management Reports can be required anytime, 22 hours a day, seven days a week. The Company reserves all rights to take the CMS computer down for maintenance or software updates as required. When possible, this will be done during off-peak hours and customers will be warned in advance. Move, add, delete and change requests are processed once a day unless the customer subscribes to Priority Service.
- d. The Company will process change requests, accumulated in the CMS throughout the day, during off-peak load hours. These requests will be processed overnight or at a customer-specified future date. All normal and emergency central office functions have priority over customer requested change requests. The Company assumes no responsibility for change requests delayed by such priority functions.
- e. If requested, the Company will provide the customer a list of features able to be managed by CMS at initial installation based on the serving wire center technology. The Company reserves the right to upgrade or change the provisioning methodology of CMS at any time. Any additional customer training or documentation requirements resulting from such changes will be supplied at no charge.

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(M) Material moved to Section 109, Page 16.10.

(M) Material moved from Section 9, Page 3.

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109. OBSOLETE CENTRAL OFFICE SERVICES

(M-M1)

109.1 DIAL SWITCHING SYSTEMS

109.1.10 OPTIONAL SERVICE FEATURES

A. CENTRON Management System (CMS)

4. Terms and Conditions (Cont'd)

- f. The Company establishes limits on the number of lines that can be equipped with a feature, depending on the quantity of features purchased. Information will be provided through CMS as to what these limits are. The customer may add, move, delete or change features through CMS within such limits. Additions above the subscribed limits of CMS will not be processed.
- g. New connects and disconnects of lines are not permitted through CMS.
- h. The customer assumes full responsibility for those features managed by CMS. The Company will not maintain a record of which features are on each line, but only a total count of the number of features purchased. For maintenance purposes, the Company will rely on remote access to the customer's CMS data base. The customer's CMS operator must screen all end user trouble reports prior to reporting to the Company.
- i. Since CMS software allows the customer to move and change telephone numbers (commonly known as "number swaps") within their system, the customer will be responsible for labeling the Demarcation Point when number swaps occur. All maintenance calls to the Company which do not prove to be on the Company side of the Demarcation Point will result in the application of Trouble Isolation Charges, as specified in the Exchange and Network Services Catalog No. 3, regardless of whether the Demarcation Point is accurately labeled.
- j. The customer is not allowed to move or change telephone numbers extended outside of the Central Office serving the customer's system.

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(M) Material moved to Section 109, Page 16.11.

(M) Material moved from Section 9, Page 4.

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109. OBSOLETE CENTRAL OFFICE SERVICES

(M-M1)

109.1 DIAL SWITCHING SYSTEMS

109.1.10 OPTIONAL SERVICE FEATURES

A. CENTRON Management System (CMS) (Cont'd)

5. Rate and Charge Application

- a. Nonrecurring charges do not apply when the customer moves, adds, deletes or changes features through CMS, nor do they apply when the customer moves or changes lines through CMS.
- b. Customers managing features with CMS must purchase such features in incremental blocks of 10 each. The total number of blocks of features purchased will be indicated on the customer's bill. The total number of features purchased will be within the limit established in the CMS.
- c. Charges for features added through CMS carry the same recurring charge as if they were added through the conventional service order process and will be reflected on the customer's bill as such.
- d. The charge per line for CMS applies to all lines of the system, even though some lines may be designated as not changeable.
- e. Initial training of the customer in the use of CMS is included at the time of initial installation.
- f. If CMS is removed, the nonrecurring charge per feature will apply to reestablish the association between lines and features in the customer's record.
- g. If the customer moves his system from one wire center to another, and telephone number changes are involved, a subsequent charge to reestablish the CMS data base will apply.

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(M) Material moved to Section 109, Page 16.12.

(M) Material moved from Section 9, Page 5.

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109. OBSOLETE CENTRAL OFFICE SERVICES

(M-M1)

109.1 DIAL SWITCHING SYSTEMS

109.1.10 OPTIONAL SERVICE FEATURES

A. *CENTRON* Management System (CMS) (Cont'd)

6. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• System Provisioning			
- Inquiry; Move, Add, Delete and Change; Basic Management Reports, per line	MB5XL	-	\$0.75
• System Establishment			
- Initial	MB5XX	\$1,000.00	-
- Subsequent	MB5XX	1,000.00	-
• Optional Features			
- Custom Reports	RCVXX	ICB	-
- Priority Service	GRE	2,500.00	-
- Bulk Change	FN6BX	2,500.00	-
- Network Manipulation	MB8NX	2,500.00	-
- System Partitioning	PD8XX	ICB	-

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(M) Material moved to Section 109, Page 16.13.

(M) Material moved from Section 9, Page 6.

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109. OBSOLETE CENTRAL OFFICE SERVICES

(M-M1)

109.1 DIAL SWITCHING SYSTEMS

109.1.10 OPTIONAL SERVICE FEATURES (Cont'd)

B. Simplified Message Desk Interface

1. Description

This feature provides information regarding the nature of an incoming Centrex or *CENTRAFLEX* call to a Message Desk location via data link between the central office and the customer's premises-located Message Desk terminal equipment. Call information forwarded to the Message Desk location includes the identity of the station from which the call was forwarded (if the incoming call is intraoffice), the originating caller's telephone number, and whether the call was forwarded because the called number was busy or not answered.

2. Terms and Conditions

- a. A 1200 BAUD private line is required to transport call data to the Message Desk terminal equipment.
- b. Message desk modem and terminal equipment hardware must be provided by the customer.
- c. An audible message waiting tone is available upon request. There is no incremental rate for this feature.

3. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Common Equipment	AML	\$2,245.00	\$ 55.00
• Input/Output Channel, each	ANZ	3.25	165.00
• Message Desk, each	AMLEX	3.25	0.60
• Per System Line Equipped	ANZEX	11.00	0.25

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(M) Material moved to Section 109, Page 16.14.

(M) Material moved from Section 9, Page 7.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.1 DIAL SWITCHING SYSTEMS

109.1.12 CENTRAFLEX SYSTEM 1

A. Description

CENTRAFLEX System 1 (CS1) Service provides optional Custom Calling features to business exchange access flat and measured lines.

CS1 is grandfathered to existing business customers in service before September 24, 1989. Service that is moved, changed, or disconnected is no longer grandfathered.

The CS1 is offered in two categories. The CS1-Six Pack will provide a system of features on 2 to 6 central office lines. The CS1-Bell Pack will provide a system of features on 2 to 30 central office lines. The billing record of toll calls on lines using CS1 service will not be affected by the application of the features of this service.

The CS1 allows a multiline customer to integrate separate lines into a communication system.

1. The following standard features are included in the packages:

Intercom Dialing

A user of a CS1-Six Pack equipped line can dial up to five other lines in the same CS1 group by dialing an access code followed by a single digit. A user of a CS1-Bell Pack equipped line can dial up to 29 other lines in the same CS1 group by dialing an access code followed by two digits.

Call Hold

A user of a CS1 line can place any established call on hold by flashing the switchhook and dialing a code. This frees the line to originate another call or use the call pickup feature.

Touch-Tone

A CS1 line will be equipped with touch-tone service. The CS1 user must use a tone-signaling set to activate features.

(M) Material moved from Section 109, Page 16.1.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.1 DIAL SWITCHING SYSTEMS

109.1.12 CENTRALFLEX SYSTEM 1

A. Description

1. The following standard features are included in the packages: (Cont'd)

User Transfer

The user of a CS1 line can transfer an established call to another line within or outside the CS1 group.

Conferencing

The user of a CS1 line can hold an in-progress call and complete a second call while maintaining privacy from the first call. In addition, the user of a CS1 line may choose to add on the previously held call into a three-way conference.

2. The following selection of optional features are available to CS1 customers:

Call Waiting

Provides a tone burst alert to a CS1 user on an existing call to advise that another call is waiting.

Call Forwarding - Variable

Automatically transfers all calls made to the subscribing line to a different line, within or outside the CS1 group.

Speed Calling - CS1-Six Pack

Allows a user of a CS1 line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by two digits, a customer can dial up to 30 preprogrammed numbers. All lines in a CS1 group share the same list which can be reprogrammed from a customer specified line.

Speed Calling - CS1-Bell Pack

Allows a user of a CS1 line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by two digits, a customer can dial up to 6 preprogrammed numbers. A 30 number Speed Calling option is also available. However, Intercom Dialing and 30 number Speed Calling may not be combined on the same system.

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(M) Material moved to Section 109, Page 16.2.

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109. OBSOLETE CENTRAL OFFICE SERVICES

(M)

109.1 DIAL SWITCHING SYSTEMS

109.1.12 CENTRAFLEX SYSTEM 1

A. Description

2. The following selection of optional features are available to CS1 customers:
(Cont'd)

Distinctive Ringing

Allows the customer to distinguish between incoming and intercom calls by providing distinctive ringing patterns on all lines in the system. CS1 lines in a system that is equipped for distinctive ringing which are also assigned the CS1 Call Waiting feature will receive distinctive tones on incoming and intercom calls which are waiting. If one line of the system selects this feature, all lines of the system must be equipped with this feature.

Call Forwarding-Don't Answer

This feature automatically transfers to an alternate designated line, incoming calls from inside or outside the *CENTRAFLEX* 1 system that encounter a don't answer condition. This feature is in operation on a continuous basis and cannot be activated or deactivated by the customer.

Call Forwarding-Busy Line

This feature automatically transfers to an alternate designated line, incoming calls from inside or outside the *CENTRAFLEX* 1 system that encounter a busy condition. This feature is in operation on a continuous basis and cannot be activated or deactivated by the customer.

Call Pickup

Enables a user of a CS1 line to answer a call which has been directed to another line in the CS1 group.

Directed Call Pickup enables the user to selectively pick up another line in the CS1 group, with or without the ability to "barge into" an existing connection. A burst of tone alerts the conversants that a third party is about to enter the conversation.

800 Service Call Transfer

Allows an 800 Service call to be transferred to another line.

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(M) Material moved to Section 109, Page 16.3.

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109.1 DIAL SWITCHING SYSTEMS

109.1.12 CENTRAFLEX SYSTEM 1 (Cont'd)

B. Terms and Conditions

1. All access lines terminating in a system must be served by the same central office entity.
2. Exchange access lines for the same customer terminating in different locations served by a single central office entity may be arranged within the same system. For lines terminating at a secondary location in a different central office, an interoffice mileage charge will apply.
3. The quality of transmission may vary when calls are forwarded or connected via CS1 conferencing depending on the distance and routing involved.
4. The CS1 requires special central office equipment and is not provided in all central offices. The Company may furnish CS1 where there is available central office equipment with the proper program updates, as determined by the Company.
5. CS1 is not available on trunks, remote switching systems (RSS), systems, Public Communications Service.
6. Touch-tone signaling is required for each access line terminating in CS1. A touch-tone set is required on each line in order to use the # and * for Abbreviated Dialing and other features.
7. CS1 standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in 5.4.3, preceding: Calling Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 8, and Speed Calling 30.
8. Other Centrex-type services from this Section are not available for use on a CS1 line. Features from other Tariff sections are not available on a CS1 line.
9. All lines of a system must be CS1-Six Pack lines or CS1-Bell Pack lines. The lines cannot be mixed between Six Pack and Bell Pack systems.
10. Any CS1 customer utilizing a Measured type of line will not be billed a measured rate for intercom calls originating from the CS1 line.
11. A CS1-Six Pack can only subscribe to one CS1 Speed Calling feature for a 30 number list and all six lines can share access to the one list.

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(M) Material moved to Section 109, Page 16.4.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109.1 DIAL SWITCHING SYSTEMS

109.1.12 CENTRALFLEX SYSTEM 1 (Cont'd)

B. Terms and Conditions (Cont'd)

12. A CS1-Bell Pack can only subscribe to a CS1 Speed Calling feature for six number lists. Each line can have its own list but it cannot share its list with another line.
13. The hunting arrangements available on CS1 are defined in 5.4.11, preceding.
14. When a CS1 system contains both residence and business lines, only one residence line is permitted and the one residence line must be a measured type of service. In addition, no Hunting or Call Forward-Busy Line features are permitted between the business and residence lines. The business line must be the first line on the system. If a telephone number change is required to combine a residence line and a business line in one system, no Change of Telephone Number charge is applicable.
15. A CS1 system cannot have flat rate and measured type lines on the same system.
16. CS1 is grandfathered to existing business customers subscribing to service before September 24, 1989. Service that is moved, changed, or disconnected is no longer grandfathered.
17. Nonrecurring charges will be waived for business customers converting from CS1 to Customized Call Management Services and keeping the same features. Changes or additions of features will incur applicable nonrecurring charges.

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(M) Material moved to Section 109, Page 16.5.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109.1 DIAL SWITCHING SYSTEMS

109.1.12 CENTRALFLEX SYSTEM 1 (Cont'd)

C. Rates and Charges

The rates and charges following are for business CS1 only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
1. CS1-Six Pack			
• CS1-Six Pack, first exchange line terminating	MVP	\$ 8.00	\$7.65
• CS1-Six Pack, each additional line terminating	MVPAL	8.00	6.65
• CS1 Speed Calling, per group, 30 number list	MVPCD	8.00	1.50
2. CS1-Bell Pack			
• CS1-Bell Pack, first exchange line terminating	MBW	90.00	8.15
• CS1-Bell Pack, each additional line terminating	MBWAL	3.25	7.15
• CS1 Speed Calling, per line, 6 number list	MBWCD	3.25	1.50

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(M) Material moved to Section 109, Page 16.6.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109.1 DIAL SWITCHING SYSTEMS

109.1.12 CENTRALFLEX SYSTEM 1 (Cont'd)

C. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
3. Optional Features			
• Call Waiting, per line arranged	MBWCW	\$ 3.25	\$2.00
• Call Forwarding - Variable, per line arranged	MBWCF	3.25	1.05
• Call Forwarding - Busy Line, per line arranged			
- Incoming only	MBWBL	3.25	1.36
- All Calls	MBWBC	3.25	1.36
• Call Forwarding - Don't Answer, per line arranged			
- Incoming only	MBWDA	3.25	0.75
- All Calls	MBWDC	3.25	0.75
• Alternate Answering- (Call Forward - Busy/ Don't Answer), per line	MVPAA	—	3.00
• Distinctive Ringing, per line	MBWDR	3.25	0.50
• Call Pickup, Basic	E3P	3.25	0.75
- Directed - Barge in	DPG	3.25	1.00
- Directed - Non Barge in	E6D	3.25	1.00
• 800 Service			
- Call Transfer Series	EE8	20.00	2.00
- 800 Service Call Transfer, Multiline	YYO	20.00	1.75

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(M) Material moved to Section 109, Page 16.7.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109.1 DIAL SWITCHING SYSTEMS

109.1.13 CENTRON CUSTOM

A. Description

1. *CENTRON* Custom is a business communications service furnished only from a Stored Program Controlled central office and is offered subject to the availability of facilities and applicable generic feature programs. The provision of such facilities and programs will be determined by the Telephone Company based upon regular engineering practices and economic consideration.

CENTRON Custom is so arranged as to provide the following basic service features:

- Direct inward and outward dialing of exchange and long distance message network calls from stations and attendant positions.
- Intercommunication between station lines of the same *CENTRON* Custom system.
- Identification, by main station line number on the customer's bill, of outgoing and incoming collect long distance message network calls.
- Call transfer - all calls, provides for all transfers including direct inward dialing to DOD, consultation hold and add-on for any established call without the assistance of an attendant.
- Main station lines series completion and multiline hunting.[1]
- Common recorded announcement for interception of calls to unassigned station numbers.
- Touch-Tone calling provided on station lines.
- Trunk answer any station for incoming primary listed directory calls.

[1] Hunting requirements differ by type of office.

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(M) Material moved to Section 109, Page 16.8.

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109.1 DIAL SWITCHING SYSTEMS

109.1.13 CENTRON CUSTOM

A. Description (Cont'd)

2. Miscellaneous lines are those lines which are not a basic party of the *CENTRON* Custom system, i.e., CCSA, tie lines, WATS, Foreign Exchange, etc., but which require *CENTRON* Custom switching capabilities in order to function with *CENTRON* Custom service. Each miscellaneous line that is terminated in a *CENTRON* Custom system requires a termination arrangement.
3. Main station line features may be provided for attendant access lines where facilities permit.
4. Group Use Service provides intercommunication capability for different customers to dial one another by way of a four or five digit number provided the different customers are served from the serving central office.
5. Features

Standard *CENTRON* Custom features allowed on main station lines:

- Restriction (line Class of Service)
 - Semi-Restricted
 - Non-Restricted
 - Toll Restriction
- Hunting
 - Series Sequential
 - Series Non-Sequential
 - Multiline
 - Flexible Station Hunting (2B ESS)

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(M) Material moved to Section 109, Page 16.9.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109.1 DIAL SWITCHING SYSTEMS

109.1.13 CENTRON CUSTOM

A. Description (Cont'd)

6. CENTRON Custom provides the following standard main line classes of services.

	LINE CLASS CODE	
	FLAT	MEASURED
• Non Restricted - Station may originate calls to intragroup stations, and the message network. This class of service may receive all types of calls.	RNN	RM1
• Non Restricted Outgoing - Semi Restricted terminating - Station may originate calls to intragroup stations and the message network. This class of service may receive calls from intragroup stations only[1]	RNS	RM2
• Non Restricted Outgoing - Deny terminating - Station may originate calls to intragroup stations, and the message network. This class of service cannot receive any calls.	RND	RM3
• Semi Restricted Outgoing - Non Restricted terminating - Station may originate calls to intragroup stations. This class of service may receive all types and calls.[1]	RSN	RSN
• Semi Restricted Outgoing - Deny terminating - Station may originate calls to intragroup stations. This class of service cannot receive any calls.[1]	RSD	RSD
• Semi Restricted Outgoing - Semi Restricted Incoming - Station may originate and receive calls from intragroup stations.[1]	RS1	RS1

[1] Not available in 2B ESS offices.

(M) Material moved to Section 109, Page 16.10.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109.1 DIAL SWITCHING SYSTEMS

109.1.13 CENTRON CUSTOM

A.6. (Cont'd)

	LINE CLASS CODE	
	FLAT	MEASURED
• Deny Origination - Non Restricted terminating Station cannot originate any calls. Station may receive all types of calls.	RDN	RDN
• Deny Origination - Semi Restricted terminating Station cannot originate any calls. Station may receive calls from intragroup stations.[1]	RDS	RDS
• Toll Restricted Origination - Non Restricted terminating - Station may originate local 7 digit, 911 emergency, 1+411 local information, 1+800 Inwats, and repair service calls only. Station may terminate all types of calls.	RTR	RM5
• 800 Service (inwats) terminated - station is the switching telephone number.	RIW	RIW
• 800 Service (inwats) attendant terminated - attendant station is the switching telephone number.	RIX	RIX
• 800 Service (inwats) terminated - station is the switching telephone number (non restricted origination)[1]	RIN	RIN

[1] Not available in 2B ESS offices.

(M) Material moved to Section 109, Page 16.11.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109.1 DIAL SWITCHING SYSTEMS

109.1.13 CENTRON CUSTOM

A.6. (Cont'd)

All classes of service with the exception of Deny Origination, are allowed access to tie lines, CCSA, and WATS etc., providing the station is translated with the proper category codes.

New line class code screening may be negotiated, providing the office is capable of the arrangement requested.

7. Split service common equipment is required when a *CENTRON* Custom customer desires to segregate the *CENTRON* Custom station lines into separate groups, thereby enabling each group to have a different set of system common features.
8. The network demarcation for *CENTRON* Custom is the point at which the entrance facilities to the building, office park or buildings, within a campus environment are initially terminated. *CENTRON* Custom service and features are provided up to the network demarcation at rates and charges specified herein. The customer will be responsible for provision of all wire and/or cable facilities on the customer's side of the network demarcation. Any such facilities installed by the Company will be on a cost plus contribution basis.

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(M) Material moved to Section 109, Page 16.12.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109.1 DIAL SWITCHING SYSTEMS

109.1.13 CENTRON CUSTOM

B. Regulations

1. All *CENTRON* Custom station lines must be associated with the main switching equipment. Satellite switching equipment is not offered with *CENTRON* Custom. Other switching systems connected to a *CENTRON* Custom system by tie lines or group use arrangements are considered as separate systems and are billed as such.
2. Suspension, either full or partial, of *CENTRON* Custom is not permitted.
3. Customer will be responsible to furnish all terminal equipment and jacks used with the *CENTRON* Custom.
4. The rates and charges specified for *CENTRON* Custom are in addition to the regular rates and charges for the services with which the *CENTRON* Custom is associated, e.g., WATS, CCSA, etc.
5. One primary directory listing is furnished without charge for each *CENTRON* Custom system. Directory listings of main station lines may be provided at the regular business additional listing rate (CLT) as specified in 5.7.1, preceding.
6. Transfer of calls will be provided on listed directory numbers on a total system disconnect only.
7. Customers not wishing to change their listed directory number to be part of a total *CENTRON* System, which is part of their same wire center, may keep their existing number(s) as an option. A nonrecurring charge as specified in D. Rates and Charges will apply.

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(M) Material moved to Section 109, Page 16.14.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109.1 DIAL SWITCHING SYSTEMS

109.1.13 CENTRON CUSTOM

C. Rates and Charges - General

1. At the time a main station line is initially installed, it will be equipped with a main station line class of service, intercommunication, Touch-Tone and if desired sequential, nonsequential or multiline hunting arrangement as determined jointly by the customer and the Company.
2. Station lines provided in an exchange zone are subject to the applicable local service increment specified in 5.1.6.
3. The number of simultaneous exchange and long distance message network calls to and from main station line locations and attendant positions are limited by the number of Network Access Registers subscribed to by the customer.
4. In the event CO blocking occurs for a customer, a traffic measurement study will be required at rates and charges specified in 10.10.4. When the blocking is due to an increase in customer usage, additional Network Access Registers will be added and the customer billed accordingly. This blocking is defined as an excess of 7% overflow (compared to a total or originating or terminating attempts) during busy hour over 20 business days.
5. CENTRON Custom network access is available on a flat or measured rate basis. For measured service, usage charges specified in 5.2.1 apply in addition to the monthly access rate specified herein.
6. CENTRON Custom rates, except Network Access Registers, will be based upon individual customer requirements, cost and rate levels on a case by case basis.

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109. OBSOLETE CENTRAL OFFICE SERVICES

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109.1 DIAL SWITCHING SYSTEMS

109.1.13 CENTRON CUSTOM

D. Rates and Charges - Common Equipment and Lines

1. Common Equipment

	USOC	MONTHLY RATE
• <i>CENTRON</i> Common Equipment, per system		
- Up to 100 lines	ERC	\$42.18
- 101 to 300 lines	ERC	42.18
- 301 to 600	ERC	42.18
- 601 to 1000	ERC	42.18
- Above 1000	ERC	42.18

2. Main and Off Premises Extension Station Lines

• Main station and intercommunication line terminated at customer's premises	EXO	[1]
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[1] Monthly rate will be based upon individual customer requirements, cost, and rate levels on a case by case basis.

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(M) Material moved to Section 109, Page 16.16.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.1 DIAL SWITCHING SYSTEMS

109.1.14 CENTRON II SERVICE

- E. Rates and Charges
 - 7. Optional Features
 - j. Electronic Set Service (Cont'd)

		USOC	NONRECURRING CHARGE	MONTHLY RATE
• Primary Directory Number including Message Waiting[1]		RXXR3	[2]	[3]
			CONTRACT RATE PER MONTH	
		USOC	NON- RECURRING CHARGE	FIRST 99 LINES
				100 AND OVER LINES
• Electronic Set Inter- face ("E" Card), each per location				
- Month-to-Month	P2C	\$27.00	\$11.00	\$9.00
- 3 yr. contract	P2C	27.00	8.00	6.00
- 5 yr. contract	P2C	27.00	7.00	5.00

[1] Only available where facilities and conditions permit.

[2] See Section 5, preceding, for exchange access line nonrecurring charges.

[3] Apply month-to-month contract rate from Transport Facilities in 1., preceding.

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(M) Material moved from Section 109, Page 1.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

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109.4.4 UNIFORM CALL DISTRIBUTION

A. Description

Uniform Call Distribution (UCD) provides a method of distributing a high volume of incoming calls to lines in a multiline hunt group equally and automatically.

B. Optional Features

Queuing

An arrangement whereby incoming calls that are placed to lines within a UCD system can be held in queue if all lines within the system are busy. Calls in queue will be held in their order of arrival until a line becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

Delay Announcement

This option allows for incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

Music on Queue

This option allows for customer provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.

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(M) Material moved from Section 109, Page 76.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)

C. Terms and Conditions

1. UCD and its associated options will only be provided where adequate and suitable CO facilities exists.
2. The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
3. Lines terminating in a UCD system must be arranged for multiline hunt service as specified in Section 5, preceding. UCD is not compatible with circular or preferential list hunt.
4. The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy, must have two queue slots in the queue group.
5. The music on queue option requires a voice grade private line (see Private Line Transport Services Price List) between the serving central office and a customer provided music source at the customer's premises.
6. The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

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(M) Material moved from Section 109, Page 77.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)

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D. Rates and Charges

The rates and charges for this service are in addition to all rates and charges for the associated underlying service.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
1. Uniform Call Distribution			
• Per multiline hunt group	UMHPG	\$ 30.00	–
• Per line in multiline hunt group[1]	UMH	–	\$ 2.00
2. Queuing			
• Per queue group	UQGPG	90.00	–
• Per queue slot in group	UQGPQ	–	5.00
3. Delay Announcement			
• Customer specific announcement			
- Per announcement - includes first announcement trunk	URA1X	350.00	130.00
- Each additional announcement trunk	URAAX	40.00	15.00

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[1] Regular rates and charges apply for each line installed in or added to a multiline hunt group as specified in Section 5, preceding.

(M) Material moved from Section 109, Page 78.

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109.4 CALL MANAGEMENT SYSTEMS

109.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)

D. Rates and Charges

3. Delay Announcement (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Standardized Announcement			
- Per announcement in announcement sequence	UDA	\$165.00	\$ 10.00
- Per queue slot in group	UDAPQ	-	9.00
4. Music on Queue			
• Music Distribution Amplifier			
- Per queue slot	MUW	15.50	-
- Up to and including 22 queue slots	MUW1X	-	235.00
- 23 to 66 queue slots[1]	MUW2X	-	90.00
• Connecting channel between the serving CO common equipment and the music source on the customer premises	N/A	[2]	[2]

[1] In addition, apply rate for USOC MUW1X.

[2] Apply rates and charges for appropriate Voice Grade Service. See Private Line Transport Services Price List.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)

D. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE
5. Changes		
• Change in quantity of queue slots in queue group, per group	REAAF	\$ 60.00
• Change in content of customer specific announcement	REAAG	200.00
• Change from or to ringing, silence or music after announcement, change in amount of time calls are held in queue or change in amount of time between announcements	REAAH	60.00

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(M) Material moved from Section 109, Page 80.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

1. CO-ACD Service provides call distribution as an integrated function of the central office. CO-ACD Service provides an equal distribution of a large volume of incoming calls to predesignated groups of answering positions, known as agent positions.
2. Calls terminating on a CO-ACD are placed in a queue in the order of their arrival when an agent is not available to answer them, and are removed from queue as agents become available. Incoming calls are presented to the next available agent in the order of arrival, with the highest priority first. Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. Customers subscribing to Basic CO-ACD Service receive 10% queueing based on the total number of CO-ACD service positions. Customers subscribing to Deluxe CO-ACD Service receive 30% queueing. Additional queueing is available as specified herein.
3. The CO-ACD Service switching function is performed in the central office and is available only from central offices where facilities have been provisioned for the service.
4. CO-ACD Service can be provided as Basic CO-ACD Service or Deluxe CO-ACD Service. The customer may have more than one CO-ACD group, but within a system, all positions must be either Basic or Deluxe.

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(M) Material moved from Section 109, Page 81.

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109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description (Cont'd)

5. Agent positions may be either Type A or C. Supervisory positions must be Type C. With Basic CO-ACD, supervisory positions can also function as agent positions. Type A and C Positions are defined as follows:

a. Type A Agent Positions

Must terminate in a standard tone signaling telephone. Type A positions have inward and outward dialing capabilities with standard agent features as defined herein. Additional optional feature configurations are also available as follows:

Level I - Call Forwarding and Speed Call (Short List).

Level II - All Level I features plus Call Forward - Busy Line, Call Forward-Don't Answer, Conference Calling (Six-Way), Speed Call (Long List) and Last Number Redial.

Level III - All Level II features plus Call Pickup[1], Call Waiting[1], Automatic Callback, and Music on Hold.

b. Type C Agent Positions

Must terminate in an Electronic Set capable of providing the features listed herein. Certain features require an Electronic Set to have display capabilities. Type C positions have inward calling capabilities with standard agent features as defined herein. Optional outward dialing capabilities and additional optional feature configurations are also available via Secondary Directory Numbers (SDNs).

[1] Only available on non-CO ACD calls.

(M) Material moved from Section 109, Page 82.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description (Cont'd)

6. Basic CO-ACD

a. System Features

Abandoned Call Clearing

Abandoned CO-ACD calls are removed from incoming call queues and recorded announcements in order to reduce unnecessary connections to the central office.

Agent Queue

The Agent Queue feature ensures an even distribution of workload among the agents in the group. The agent who has been available the longest receives the first incoming call.

Automatic Overflow

Multiple CO-ACD groups can be specified as overflow groups for a given CO-ACD group. If an overflow condition exists on the incoming call queue, these groups are examined and the call terminates on the first group that has available agent(s) or queue(s).

Automatic Priority Promotion

Ensures that low-priority calls do not remain unanswered. With this feature, low-priority calls are promoted to higher priority queues after a specified waiting period.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

6. Basic CO-ACD

a. System Features (Cont'd)

Call Delay Announcements

Provides up to three announcements per queue to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A Call Delay Announcement can be provided via an interface to a customer premises announcement or the customer may provide a prerecorded announcement to the Company for use in the central office.

Call Processing Control

Provides for the distribution of incoming calls among a group of available agent positions. Each call is served on a first-in, first-out basis by the member of the group who has been idle the longest. If all agent positions are busy, calls are queued in their order of arrival in an incoming-call queue. As soon as an agent becomes available, the agent is presented with the first call waiting to be answered.

CO-ACD Directory Numbers

Unique directory numbers used to receive incoming CO-ACD calls. A CO-ACD group can have a total of 17 directory numbers consisting of a primary CO-ACD Directory Number and up to 16 supplementary CO-ACD Directory Numbers.

Incoming Call Queue

Allows incoming calls to be placed in a queue when all agents are busy.

Night Service

Night Service is activated when all agents in a CO-ACD group have activated Make Set Busy. Calls newly arriving for the group are rerouted to the night service route specified for the CO-ACD group. The treatment can be another CO-ACD location, an external location, or to an optional recorded announcement.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

6. Basic CO-ACD

a. System Features (Cont'd)

Ring Threshold

Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is no agent available.

Threshold Routing

Provides a route that a call takes if there is no automatic overflow route available or defined, and if the wait threshold has been exceeded or the queue is full.

b. Agent Features

Call Hold

This feature permits an agent to place an incoming call on hold. While the call is on hold, the agent has full use of the position to consult with another agent, supervisor or make an outgoing call.

Call Transfer/Three-Way Calling

This feature allows agents to transfer a CO-ACD call to another agent position. The agent initiating the transfer may also establish a three-way call involving the incoming CO-ACD call, the agent and the third party.

Login and Logout

All agents are required to login to an agent position before they can receive incoming CO-ACD calls. When an agent is logged out, no CO-ACD calls can be presented to the agent.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

6. Basic CO-ACD
 - b. Agent Features (Cont'd)

Make Set Busy

When in the Make Set Busy state, incoming calls are blocked from routing to the agent. When Make Set Busy is activated, the agent is logged out.

Not Ready

The Not Ready feature allows the CO-ACD position to be temporarily unable to receive calls. The feature is typically used when an agent needs time to complete a transaction between calls.

Toll Restriction

Enables the customer to block or allow one or more three - through ten-digit numbers when these numbers are dialed from selected Agent Positions.

- c. Supervisor Features

The following supervisor features are available with Basic CO-ACD in addition to all Basic CO-ACD agent features.

Agent Status Display

Provides the status of agent positions to administrative personnel for up to 48 agents.

Answer Agent

Permits the supervisor to answer calls from agents.

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(M) Material moved from Section 109, Page 86.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

- 6. Basic CO-ACD
- c. Supervisor Features (Cont'd)

Call Agent Key

Permits a supervisor to call an agent position by dialing the agent's directory number or by depressing the appropriate Agent Key.

Display Queue Status

Allows a supervisor to monitor queue status (number of calls waiting, total agent positions occupied and longest wait time).

Enhanced Agent Observe

This feature allows the supervisor to observe agents on both primary and secondary directory numbers.

Forced Agent Availability

Allows a supervisor to change the status of an agent's position from "Not Ready" to "Idle and Available".

Multi-Stage Queue Status Display

Allows supervisors to quickly and easily determine the length of time calls are held in queue before being answered.

Status of Secondary Directory Numbers

Allows a supervisor to display the status of an agent engaged in a CO-ACD call or a call on a Secondary Number.

Toll Restriction

Enables the customer to block or allow one or more three - through ten-digit numbers when these numbers are dialed from selected Supervisor Positions.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

6. Basic CO-ACD (Cont'd)

d. Optional Features

Group Reconfiguration/Team Status Interface

Group Reconfiguration provides the customer with the ability to change the CO-ACD parameters. Team Status allows the customer to periodically view the status of their CO-ACD groups. The status contains information such as the following:

- CO-ACD group name
- Primary CO-ACD number
- Total number of calls in the CO-ACD queue
- Number of seconds that the first call queued in the incoming call queue has been waiting.
- Number of idle CO-ACD positions.

The Group Reconfiguration feature allows the customer to change such things as the following:

- Agent position reassignment
- Queue size
- Maximum wait time
- Ring threshold
- Overflow route
- Night service route
- Directory number priority and assignment
- Recorded announcement
- Information on each group

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(M) Material moved from Section 109, Page 88.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description (Cont'd)

7. Deluxe CO-ACD

a. System Features

The following system features are available with Deluxe CO-ACD in addition to all Basic CO-ACD system features.

Call Forcing

When a CO-ACD call is presented to an agent having Call Forcing, the agent hears a short burst of tone to alert the agent, and the call is immediately connected.

Call Source Identification

The terminating CO-ACD called number is displayed on the Type C Agent Position.

Controlled Interflow

Allows a supervisor to place a CO-ACD group in a Controlled Interflow mode, which directs new incoming calls to the group to a predetermined route defined by the customer.

Line-of-Business Code

Enables agents to enter a Line-of-Business Code for each call. Entering the code pegs a register for that line of business and allows the customer to track holding times for calls attributed to various activities.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description (Cont'd)

7. Deluxe CO-ACD

a. System Features

The following system features are available with Deluxe CO-ACD in addition to all Basic CO-ACD system features.

Call Forcing

When a CO-ACD call is presented to an agent having Call Forcing, the agent hears a short burst of tone to alert the agent, and the call is immediately connected.

Call Source Identification

The terminating CO-ACD called number is displayed on the Type C Agent Position.

Controlled Interflow

Allows a supervisor to place a CO-ACD group in a Controlled Interflow mode, which directs new incoming calls to the group to a predetermined route defined by the customer.

Line-of-Business Code

Enables agents to enter a Line-of-Business Code for each call. Entering the code pegs a register for that line of business and allows the customer to track holding times for calls attributed to various activities.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

7. Deluxe CO-ACD (Cont'd)

b. Agent Features

The following agent features are available with Deluxe CO-ACD in addition to all Basic CO-ACD agent features.

Call Supervisor

This feature allows the CO-ACD agent quick access to the supervisor for help or consultation.

Emergency

The Emergency feature allows a CO-ACD agent to immediately conference a supervisor or as an alternate, conference an emergency recording device or both.

Login Password Enhancement

This feature assures that only CO-ACD personnel assigned to a specific login ID use that ID. This is accomplished through customer group restrictions and password association.

Queue Status Display Refresh

Provides near real-time display of queue size and waiting time information.

Walkaway/Closed Key Operation

After activating the Not Ready feature, this feature enables the agent to activate a code indicating the reason the agent is not available.

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(M) Material moved from Section 109, Page 91.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

7. Deluxe CO-ACD (Cont'd)

c. Supervisor Features

The following supervisor features are available with Deluxe CO-ACD in addition to all Basic CO-ACD supervisor features.

Agent Key

Allows a supervisor to directly call a CO-ACD agent position by pressing a key associated with that position.

Extended Agent Observe

Allows supervisors to observe calls presented to any agent or supervisor in any CO-ACD group within the customer's CO-ACD system.

Observe Agent/Three-Way Calling

Allows a supervisor to monitor three-way calls in which an agent is participating.

d. Optional Features

Management Information System (MIS) Interface

Provides for real time status display and historical performance reporting in addition to the Basic CO-ACD features associated with Group Reconfiguration/Team Status. Customers must furnish compatible premises software and hardware equipment.

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(M) Material moved from Section 109, Page 92.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

**109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)
SERVICE**

A. Description (Cont'd)

8. Optional Features Available to Basic and Deluxe CO-ACD

Additional Incoming Call Queuing/Queue Slots

Customers wishing queuing greater than 10% for Basic CO-ACD or 30% for Deluxe CO-ACD may purchase additional queue slots for each additional call they wish to hold in queue. For example, a customer with ten agent positions has the capability to hold one call in queue. If they wish to hold a total of four calls in queue, they must purchase three additional queue slots. Customers with less than ten agent positions will be provided with one queue slot.

Additional Call Delay Announcement

Customers wishing more than three announcements per queue may purchase additional announcements as specified herein.

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(M) Material moved from Section 109, Page 93.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

8. Optional Features Available to Basic and Deluxe CO-ACD (Cont'd)

Secondary Directory Number (SDN)

Provides for the assignment to a CO-ACD Type C agent or supervisor position of one or more Secondary Directory Numbers that are separate from the CO-ACD incoming numbers. These numbers share the facilities of the agent or supervisor lines and give the agent or supervisor the ability to dial out or receive calls not directed to the CO-ACD numbers. Secondary Directory Numbers are available in the following feature configurations:

- Level I - Direct inward and outward dialing.
- Level II - All Level I features plus Call Forwarding, Speed Call (Short List), and Three-Way Calling/Consultation Hold/Call Transfer.
- Level III - All Level II features plus Call Forwarding-Busy Line, Call Forwarding-Don't Answer, Conference Calling (Six-Way), Speed Call (Long List) and Last Number Redial.
- Level IV - All Level III features plus Call Pickup, Call Waiting, Call Park, Automatic Callback, Conference Calling (Meet Me), Auto Dial, Query Time and Date, Group Intercom, Reason Display, Feature Display and Music On Hold.

Queue Status Lamp Interface

Audits incoming call queues to detect overflows. A customer provided queue status lamp remains lit until the audit determines that calls for that agent group have resumed normal queuing.

Adjunct Module Translations

Allows for additional agent status display and/or features/functions.

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(M) Material moved from Section 109, Page 94.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description (Cont'd)

9. Enhanced Optional Features Available to Basic and Deluxe CO-ACD

CO-ACD DataPartner Basic

Provides a signaling channel between the CO-ACD node and a customer's business computer for the exchange of information to enhance call processing. The two-way information flow over the DataPartner data link allows CO-ACD node applications to communicate with applications running in the business computer. As a result, the CO-ACD node and the computer cooperate in providing enhanced services to the customer. Features of DataPartner Basic are:

- Coordinated Voice and Data

This feature significantly reduces an CO-ACD agent's call handling time by enabling the CO-ACD node to deliver information about the incoming call to the business computer, thus allowing the concurrent delivery to the CO-ACD agent of the voice call and the appropriate information from the company's computer.

The CO-ACD node sends the following information to the computer or other outboard processor at the customer's site:

- Calling number
- Called number
- Call identification number (for tracking purposes)
- CO-ACD position to which the call is being sent

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(M) Material moved from Section 109, Page 95.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

9. Enhanced Optional Features Available to Basic and Deluxe CO-ACD (Cont'd)

- Increased Event Reporting

This feature allows the following additional information to be delivered by the CO-ACD node to the call center's business computer:

- Indication that an CO-ACD call has been queued
- Indication that an CO-ACD call has been completed and the reason (e.g., caller disconnect)
- Additional call-status information for transferred, extended, and rerouted calls
- Switch-initiated log-off forcing to the business computer
- Switch-initiated continuity test to the business computer

In addition, with this feature, the calling party can now be identified with both Calling Line Identification (CLID) and Automatic Number Identification (ANI), if the network can provide this information.

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(M) Material moved from Section 109, Page 96.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

9. Enhanced Optional Features Available to Basic and Deluxe CO-ACD (Cont'd)

MonitorPartner

Provides on-line access to host system providing Call Center statistics, data management and information to the CO-ACD customer for the purpose of managing their Call Center operation.

- Service Descriptions

Real-Time Monitor Access Display

Provides the customer access to the MIS (Management Information Services) system and ability to view current data on their Call Center operation. The customer will be able to view information including but not limited to: agent status, calls in queue, hold time statistics, overflow conditions, number of agents available, number of agents taking calls, daily versus current time period statistics, number of transferred calls, etc. Customer group level activity is provided by group, sub-group and agent levels.

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(M) Material moved from Section 109, Page 97.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

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A. Description

9. Enhanced Optional Features Available to Basic and Deluxe CO-ACD (Cont'd)

External Displays

Displays connected to a serial port of the customer's remote computer.

System Administration

Qwest Corporation retains overall System Administration responsibilities, however, customers may administer their own portion of the system, including:

- System Administration for their portion of the MIS system, which includes the ability to enter and edit agent PIN, initials and full name; enter and edit ACD group number, group name and display name; enter and edit ACD subgroup name, subgroup number; enter and edit Line of Business codes and descriptions; enter and edit Closed Key Walkaway codes and descriptions.
- The ability to set agent position alarms and ACD Group alarms; create a set of agents form one or more ACD groups for monitoring and reporting purposes; enter agent activity trace requests; enter and edit Grade of Service, abandoned ignored time, short time to abandon, time to answer, call duration and other time values.

Reports

MIS reports are available on a customized basis. Customers may select from a menu of available reports and may control the print and display options associated with each report selected.

Load Management

Provides functions to support DMS-100 switch management from a MonitorPartner display terminal including:

- Assigning agent positions, setting the line of business default code, defining the ACD-DN name and number, setting audio recording thresholds, determining queues and overflow thresholds, and establishing call routes.
- Facilitating changes to the DMS-100 through a menu-driven interface.
- Executing load management macros on a scheduled basis.

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(M) Material moved from Section 109, Page 98.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A. Description

9. Enhanced Optional Features Available to Basic and Deluxe CO-ACD (Cont'd)

- Terms and Conditions

- The customer is responsible for providing compatible terminal equipment to access the MIS system.
- The customer is required to provide an access line for their remote access connections. The customer is responsible for any long distance charges associated with the access line.
- The Company reserves all rights to maintain and upgrade MonitorPartner as required. This may result in the system being unavailable for certain periods of time. When possible, this maintenance will be done outside of normal business hours (8:00 am to 5:00 pm) and customers will be notified in advance of scheduled maintenance.
- The company will retain customer data for a period of ninety (90) days.
- The company retains rights over exclusive System Administration privileges including user group descriptions, ACD Group to user group alignment, password management, system security, etc.
- The remote access software diskette remains the property of the Company and may not be copied or distributed in any manner without Company's written permission. Upon discontinuance of MonitorPartner, the customer must return the remote access software diskette to the Company.

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(M) Material moved from Section 109, Page 99.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

**109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)
SERVICE**

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B. Terms and Conditions

1. CO-ACD Service is available only where adequate and suitable facilities exist.
2. Customers must furnish compatible premises equipment.
3. Temporary suspension, either full or partial, of CO-ACD Service is not permitted.
4. Agent or supervisor positions provided outside of the serving central office area of the CO-ACD System are subject to Remote Central Office charges or FGA Switched Access rates as specified in the Private Line Transport Services Price List or the Switched Access Service Tariff.
5. Type C CO-ACD Agent or Supervisor positions terminating in an Electronic Set are subject to distance and technical limitations based upon the distance from the customer's premises to the central office. These limitations will be determined on a customer by customer basis.
6. The Music on Hold and Music on Delay in Queue features require that the music source be provided at the customer's premises. A Voice Grade Channel from the central office to the customer's premises and a Music Interface are required to make either or both of these features operational.

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(M) Material moved from Section 109, Page 100.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

C. Rates and Charges

1. The rates and charges for CO-ACD Service are in addition to the regular rates and charges for the services with which it is associated.
2. CO-ACD Service is available on a month to month basis for customers subscribing to 20 or less positions. Rate stabilized rates for periods of from 12 months to 5 years are also available. Customers subscribing to more than 20 positions are required to subscribe to this service on a rate stabilized basis, only.
3. A customer must subscribe to and maintain a minimum of five CO-ACD Service positions per CO-ACD system.
4. End User Common Line rates as specified in the interstate Access Service Tariff apply to each agent and supervisor position in the CO-ACD system.
5. The nonrecurring charge to change a feature is the same as the charge to install the feature.
6. Network Access Register needs, if any, will be determined on a customer by customer basis. Network Access Registers are provided at rates as specified elsewhere.
7. Rates and charges for the Agent/Supervisor positions will be charged according to the number of station lines per location. Each different location will begin with the 1 to 20 position charges. The positions between 21 to 50 will have different rates and charges. Positions for 51 and over will be charged according to the distance of the position from the serving central office, in quarter mile increments.

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(M) Material moved from Section 109, Page 101.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

C. Rates and Charges (Cont'd)

8. A Digital Facility Interface and terminating arrangement needs, if required, will be determined on a customer by customer basis. The Digital Facility Interface and terminating arrangements are provided at rates and charges as specified elsewhere.
9. If the customer chooses not to activate all of the system, agent or supervisor features at the time the CO-ACD Service is installed, and then subsequently requests activation, a System Rearrangement and/or line charge(s) will apply as specified in 13.g., following.
10. The System Group Name Charge applies when after the system initially is installed, the customer requests the Company change the software in the switch or server to accommodate a customer requested Group Name Change.
11. Rate Stability Plan (RSP)
 - a. The RSP is an arrangement whereby customers who agree to continue to subscribe to certain services for a designated period of time are guaranteed against Company initiated changes in the monthly rates for that service during the designated period.
 - b. Movement, rearrangement or other subsequent action on any customer services shall be subject to applicable nonrecurring charges.
 - c. All new positions installed under the RSP are subject to applicable nonrecurring type charges as specified herein. Rate stability for all service and facilities provided under the RSP terminate simultaneously.
 - d. If the Company changes the pricing structure for this service and this new structure would benefit the customer by way of a rate decrease, the customer will have the option of renewing their contract at no penalty.

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(M) Material moved from Section 109, Page 102.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

**109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)
SERVICE**

C. Rates and Charges (Cont'd)

11. Rate Stability Plan (RSP) (Cont'd)

- e. After the service date, if a RSP customer removes, in whole or in part, CO-ACD positions to a level that is less than 60% of the initial number of CO-ACD positions, a termination charge may apply. The termination charge is specified in 2.2.14 of the Exchange and Network Services Tariff.

12. Rates and Charges are as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Service Establishment, per CO-ACD System	SESPS	\$2,640.00	-

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(M) Material moved from Section 109, Page 103.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

**109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)
SERVICE**

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C. Rates and Charges

12. Rates and Charges are as follows: (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
b. Basic CO-ACD			
• Positions 1 to 20 lines			
- Type A/C Agent, Supervisor, each	AKKAM CKWAM CKWCM	\$42.90	\$38.75
• Group Reconfiguration/ Team Status Interface per interface[1]	NGVXM	18.75	11.80
c. Deluxe CO-ACD			
• Positions 1 to 20 lines			
- Type A/C Agent, Supervisor, each	AKKBM CKWBM CKWDM	42.90	40.90
• Management Information System Interface per interface[1]	NQVXM	18.75	18.75

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Price List, is required from the customer's premises to the serving central office.

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(M) Material moved from Section 109, Page 104.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

C. Rates and Charges

12. Rates and Charges are as follows: (Cont'd)

	USOC	NONRECURRING CHARGE	RSP
d. CO-ACD Rate Stability Plan (RSP)			
• Service Establishment, per CO-ACD System	SESPS	\$2,640.00	–
• Basic CO-ACD			
• Group Reconfiguration/ Team Status Interface per interface[1]	NGVXR	18.75	\$9.40

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Price List, is required from the customer's premises to the serving central office.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

**109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)
SERVICE**

C. Rates and Charges

12. Rates and Charges are as follows:

d. CO-ACD Rate Stability Plan (RSP) (Cont'd)

USOC

- Type A/C Agent, Supervisor

AKKAR,CKWAR,CKWCR

TYPE A/C AGENT, SUPERVISOR	NONRECURRING CHARGE	RATE STABILITY PLAN		
		12 TO 35 MONTHS	36 TO 59 MONTHS	60+ MONTHS
Positions				
1 - 20 Lines	\$42.90	\$38.50	\$35.00	\$31.00
21 - 50 Lines	42.90	37.55	33.40	29.60
51 + Lines				
Air Qtr Miles from CO				
1	42.90	29.50	25.05	21.55
2	42.90	29.85	25.40	21.80
3	42.90	30.25	25.70	22.05
4	42.90	30.85	26.20	22.50
5	42.90	31.30	26.55	22.80
6	42.90	31.70	26.95	23.15
7	42.90	32.50	27.60	23.70
8	42.90	32.95	27.95	24.05
9	42.90	33.60	28.50	24.55
10	42.90	34.90	29.55	25.50
11	42.90	35.40	30.00	25.90
12	42.90	37.30	31.60	27.35
13	42.90	38.80	32.85	28.45
14	42.90	39.40	33.30	28.90
15	42.90	40.25	34.00	29.50
16	42.90	41.95	35.45	30.80
17	42.90	42.70	36.05	31.35
18	42.90	43.30	36.55	31.80
19	42.90	43.80	37.00	32.20
20	42.90	45.80	38.65	33.70

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(M) Material moved from Section 109, Page 106.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

**109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)
SERVICE**

(M)

C. Rates and Charges

12. Rates and Charges are as follows:

d. CO-ACD Rate Stability Plan (RSP) (Cont'd)

	USOC	NONRECURRING CHARGE	RSP
• Deluxe CO-ACD			
- Management Information Interface, per interface[1]	NQVXR	\$18.75	\$15.00

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Price List, is required from the customer's premises to the serving central office.

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(M) Material moved from Section 109, Page 107.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

**109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)
SERVICE**

C. Rates and Charges

12. Rates and Charges are as follows:

d. CO-ACD Rate Stability Plan (RSP) (Cont'd)

USOC

- Type A/C Agent, Supervisor

AKKBR,CKWBR,CKWDR

TYPE A/C AGENT, SUPERVISOR	NONRECURRING CHARGE	RATE STABILITY PLAN		
		12 TO 35 MONTHS	36 TO 59 MONTHS	60+ MONTHS
Positions				
1 - 20 Lines	\$42.90	\$39.10	\$37.25	\$32.90
21 - 50 Lines	42.90	38.80	35.30	31.20
51 + Lines				
Air Qtr Miles from CO				
1	42.90	31.35	27.15	23.60
2	42.90	31.70	27.50	23.90
3	42.90	32.10	27.80	24.20
4	42.90	32.70	28.30	24.65
5	42.90	33.15	28.65	24.95
6	42.90	33.55	29.05	25.30
7	42.90	34.35	29.70	25.85
8	42.90	34.80	30.05	26.20
9	42.90	35.45	30.60	26.70
10	42.90	36.75	31.65	27.65
11	42.90	37.25	32.10	28.05
12	42.90	39.15	33.70	29.50
13	42.90	40.65	34.95	30.60
14	42.90	41.25	35.40	31.05
15	42.90	42.10	36.10	31.65
16	42.90	43.80	37.55	32.95
17	42.90	44.55	38.15	33.50
18	42.90	45.15	38.65	33.95
19	42.90	45.65	39.10	34.35
20	42.90	47.65	40.75	35.85

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(M) Material moved from Section 109, Page 108.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

**109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)
SERVICE**

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C. Rates and Charges

12. Rates and Charges are as follows: (Cont'd)

e. Optional Features

	USOC	NONRECURRING CHARGE[1]	MONTHLY RATE	RSP
• Secondary Directory Numbers, each number				
- Level I	FSN1+	\$12.35	\$3.10	\$2.50
- Level II	FSN2+	12.35	3.50	2.90
- Level III	FSN3+	12.35	3.90	3.30
- Level IV	FSN4+	12.35	4.30	3.70
• Type A Agent Position Optional Features, each number				
- Level I	FFP1+	15.55	0.80	0.40
- Level II	FFP2+	15.55	1.10	0.80
- Level III	FFP3+	15.55	2.40	1.20
• Additional Queue Slots, each	AQ4X+	18.75	1.35	1.10
• Additional Call Delay Announcements, each	RKNX+	18.75	9.50	7.60

[1] This charge only applies to new additions and moves, changes and rearrangements subsequent to initial installations.

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(M) Material moved from Section 109, Page 109.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

C. Rates and Charges

12. Rates and Charges are as follows:

e. Optional Features (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
• Interface to Customer Premises Call Delay Announcements, each[1]	NAVX+	\$18.75	\$15.15	\$13.15
• Music Interface, per interface[1,2]	NMVX+	18.75	15.15	13.15
• Queue Status Lamp Interface[1]	NLVX+	18.75	0.85	0.75
• Adjunct Module Translations	C2TX+	18.75	0.75	0.60

[1] In addition, a Voice Grade Channel as specified in the Private Line Transport Services Price List is required from the customer's premises to the serving central office.

[2] Only one interface is required per system for the provision of Music on Hold and/or Music on Delay in Queue.

(M) Material moved from Section 109, Page 110.

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NOTICE

Effective: July 20, 2017

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

OR2017-014

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

**109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)
SERVICE**

(M)

C. Rates and Charges

12. Rates and Charges are as follows: (Cont'd)

	USOC	NONRECURRING CHARGE		
f. Enhanced Optional Features				
• DataPartner Basic[1]				
- Service Establishment, per CO-ACD system	UBB		\$5,000.00	
	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
• DataPartner Basic				
- Per Link	UBPX+	\$330.00	\$160.00	\$148.00
- Per User	UBPS+	8.00	10.50	9.75
• MonitorPartner				
- Remote Terminal Connection, each[2]	UMC	100.00	75.00	75.00
- 5-20 agents, each	UML1X	35.00	19.00	19.00
- 21-50 agents, each	UML2X	35.00	14.00	14.00
- 51-100 agents, each	UML3X	35.00	9.00	9.00
- 101-250 agents, each	UML4X	35.00	8.00	8.00
- Over 250 agents, each	UML5X	35.00	7.00	7.00

[1] In addition, a Voice Grade channel as specified in the Private Line Transport Services Price List is required from the customer's premises to the serving central office.

[2] Includes display terminal software, report(s), and external display, and load management functions.

(M) Material moved from Section 109, Page 111.

(M)

Qwest Corporation d/b/a CenturyLink QC

PRICE LIST
OREGON

EXCHANGE AND
NETWORK SERVICES
FOURTH EDITION

SECTION 109
Original Sheet 81.37

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

C. Rates and Charges

12. Rates and Charges are as follows (Cont'd)

g. Change Charges

The following charges apply for moves, changes or rearrangements for either Basic or Deluxe systems.

	USOC	NONRECURRING CHARGE	(M)
• Moves, changes or rearrangements to the Agent or Supervisor line (e.g., add feature to a line or change an Agent position to a Supervisory position, and line changes from Basic to Deluxe.)	REAAW	\$ 35.00	
• System rearrangement charge for system changes (e.g., Basic to Deluxe)	REAAV	45.00	
• System Group Name Change	REAAU	425.00	(M)

(M) Material moved from Section 109, Page 112.