

9. CENTRAL OFFICE SERVICES

SUBJECT	PAGE
Call Management Systems.....	1
Uniform Call Distribution.....	1

9. CENTRAL OFFICE SERVICES

9.4 CALL MANAGEMENT SYSTEMS

9.4.4 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.

9. CENTRAL OFFICE SERVICES

9.4 CALL MANAGEMENT SYSTEMS

9.4.4 UNIFORM CALL DISTRIBUTION (CONT'D)

C. Terms and Conditions

1. UCD and its associated options will only be provided where adequate and suitable central office facilities exist.
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. 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 Channel 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.

9. CENTRAL OFFICE SERVICES

9.4 CALL MANAGEMENT SYSTEMS

9.4.4 UNIFORM CALL DISTRIBUTION (CONT'D)

D. Rates and Charges

1. 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
• Uniform Call Distribution			
- Per multiline hunt group	UMHPG	\$ 45.00	-
- Per line in multiline hunt group[1]	UMH	-	\$ 2.00
• Queuing			
- Per queue group	UQGPG	90.00	-
- Per queue slot in group	UQGPGQ	-	5.00
• Delay Announcement			
- Customer specific announcement			
- Per announcement - includes first announcement trunk	URA1X	300.00	150.00
- Each additional announcement trunk	URAAX	25.00	15.00
- Standardized Announcement			
- Per announcement in announcement sequence	UDA	145.00	15.00
- Per queue slot in group	UDAPQ	-	9.00

[1] Nonrecurring charges apply for each line installed in or added to a Multiline Hunt Group.

9. CENTRAL OFFICE SERVICES

9.4 CALL MANAGEMENT SYSTEMS
9.4.4 UNIFORM CALL DISTRIBUTION
 D.1. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Music on Queue			
- Music Distribution Amplifier			
- Per queue slot	MUW	\$23.50	-
- Up to 23 queue slots	MUW1X	-	\$235.00
- 23 to 66 queue slots[1]	MUW2X	-	90.00
- Connecting channel between the serving CO common equipment the music source on the customer premises	N/A	[2]	[2]

2. Changes

	USOC	NONRECURRING CHARGE
• Change in quantity of queue slots in queue group, per group	REAAF	\$ 55.00
• 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	55.00

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

[2] Apply rates and charges for appropriate Voice Grade Channel as found in the Private Line Transport Services Price List.