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veri*z*on

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May 27, 2005

Ms. Beth W. Salak, Director
Division of Competitive Markets and Enforcement
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Salak:

Attached are copies of new tariff pages filed as part of Verizon Florida Inc. General Services Tariff.
See Attachment A for a listing of the impacted tariff sheets.

The purpose of this filing is to grandfather Automatic Call Distribution Service (ACD) to those
customers served from switches where the vendor has discontinued ACD service.

If you require additional information, please contact Carlton A. Ball at (813) 483-2529.

Sincerely,
David M. Christian
Assistant Vice President
Regulatory Affairs Florida

DMC:sv
Attachments

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Attachment A

Verizon Florida Inc. General Services Tariff

<u>Section A12</u>

4th Revised Page 27.1.1
4th Revised Page 27.1.2
4th Revised Page 27.1.3
4th Revised Page 27.1.4
5th Revised Page 27.1.5

<u>Section A112</u>

<u>4th Revised Contents Page 1</u>
Original Page 65
Original Page 66
Original Page 67
Original Page 68
Original Page 69

VERIZON FLORIDA INC.
AUTOMATIC CALL DISTRIBUTION

Grandfathering of the Digital ACD Service in 5ESS Switches

Executive Summary

Description of the Service

Automatic Call Distribution Service, ACD, is provided by the central office switches and allows for an effective call routing to agents in a customer's call center. The Management Information System (MIS) allows the customer to have real time displays and historical reporting on the call traffic and individual agents' activity, as well as make changes to the system configuration including queues, announcements, call overflows, and agent assignments.

The Reasons for Grandfathering the Service

One of our Central Office suppliers, Lucent Technologies, has announced that they will no longer allow expansions to the existing systems and they will completely discontinue the support of the service on June 1, 2006. Therefore, Verizon is forced to grandfather the service in 5ESS switches provided by Lucent, and announce that the service will no longer be available after June 1, 2006. Verizon has no technological means to replace the service in 5ESS switches or provide the support and maintenance for it. Verizon is grandfathering the service now and will apply for service withdrawal before June 1, 2006, should any ACD customers continue to be served from a 5ESS switch.

Customers Currently in Service

As of today, sixteen (16) ACD customers receive service from 5ESS switches. Verizon's dedicated account teams are working with the accounts on migrations to a customer nonregulated premises based system provided by either Verizon or a competitor.   Verizon will continue to offer and provide ACD service to customers served from DMS-10 switches and other switches where ACD service is technically feasible.

Customer Notification

The existing customers have been notified in the past 18 months of the impending end of life for ACD service in 5ESS switches. The account teams have been given the Letter of Notification of the service's grandfathering and are in the process of delivering it in person to each customer before June 1, 2005. Monitoring of all customer migrations will continue to ensure that no applications remain in service on June 1, 2006.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.9   CentraNet[R] Customer Moves and Changes (CMAC) (Continued)

.4   Rates and Charges

a.   The following rates are applicable for CentraNet[R] Customer Moves and Changes (CMAC). These rates and charges apply per CentraNet® Service system.

Line Size	Nonrecurring Charge [1]	Monthly Rate
(1.) 2 – 200 Lines	$800.00	$95.00
(2.) 201 + Lines	ICB	ICB

A12.10   CentraNet[R] Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) [2]   (C)

.1   General

a.   CentraNet[R] Automatic Call Distribution (ACD) is a central office-based service which allows incoming calls to be efficiently managed among agents in a call center. With Automatic Call Distribution, incoming calls are allocated and equally distributed to available agents, based on call parameters defined by the customer. Automatic Call Distribution also allows customers to efficiently manage fluctuations in calling patterns, trunk loading, and answering time frames.

b.   CentraNet[R] Automatic Call Distribution (ACD) can be enhanced with the extensive call handling and management capability of the Automatic Call Distribution-Management Information System (ACD/MIS). The Management Information System Data Link contains real-time call information that is forwarded to a Management Information System (MIS) located in the Company's central office. The MIS, in turn, provides the customer with detailed call management information. With ACD/MIS, call center supervisors have the ability to monitor agents, control the origination and destination of incoming calls, and rearrange groups in response to incoming customer call demand.

.2   Regulations

a.   CentraNet[R] ACD/MIS is available to either existing or new CentraNet[R] customers.

b.   CentraNet[R] ACD and/or ACD/MIS will be furnished only from offices that are technically capable of and equipped for providing the service.

c.   Customers must have the Basic ACD Feature Package before they can subscribe to the Advanced ACD/MIS Features.

d.   Customers will be required to provide compatible customer premises equipment (CPE).

e.   CentraNet[R] Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.

f.   Verizon Florida makes no guarantee and assumes no liability associated with the customer's receipt of data if the customer-   (T)
provided customer premises equipment (CPE) does not meet Verizon Florida's compatibility requirements.   (T)

g.   Appropriate private line service charges as specified in Sections A25 and A26 of this tariff will apply to the private line facilities that are required for the Advanced CentraNet[R] ACD/MIS Data Link Feature.

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[1]   Applies in addition to appropriate service order charges as set forth in Section A4 of this Tariff.   (T)
[2]   ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For tariff information regarding existing (N)
ACD/MIS service from switches no longer supporting ACD/MIS, see Section A112 Obsolete Centrex Service.   (N)

[R]   Registered Trademark of Verizon   (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.10   **CentraNet^R Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) [1] (Continued)**   (C)

.3   Features

a.   All features may not be available on all switches. Features provided in the Basic CentraNet^R ACD Feature Package include:

- Access to Automatic Route Selection
- Access to Switched Network
- Activate/Deactivate Position
- Agent Alerting and Call Origination Identification
- Agent Event Codes
- Agent Monitoring with Interrupt
- Agent/Supervisor Assignment
- Automatic Call Distribution
- Call Hold Incoming/Outgoing
- Call Queuing
- Call Transfer Internal/External
- Call Waiting Indication
- Cancel Previous Entry
- Conference and Transfer on Outbound Calls
- Emergency Alert   (T)
- Enhanced Incoming Call Alerting
- Interposition Conference
- Intraflow
- Music on Hold
- Position Release with Disconnect
- Queue Slots (equal to number of agent positions)
- Service Assistant Capabilities
- Speed Call
- Standard Announcements

b.   All features may not be available on all switches. Advanced CentraNet^R ACD/MIS Features include:

- Additional Queue Slots
- Call Prompts
- Call Vectoring, which includes:
  (1.) Answer Supervision Control
  (2.) Music on Queue
- Direct Agent Access   (T)
- Management Information System (MIS) Data Link, which includes:
  (1.) Delay Treatment
  (2.) Fold Down
  (3.) Interflow Control
  (4.) Intraflow Control
  (5.) Overload Control
  (6.) Queue Control

.4   **Definition of Features**

a.   Basic CentraNet^R ACD Features:

<u>Access to Automatic Route Selection</u> - Outbound calls made from an agent's position can utilize the customer's Automatic Route Selection.

<u>Access to Switched Network</u> - Each agent can be given outbound dialing permission that ranges from an inability to make outbound calls to unrestricted access to the network.

                                                                                           (M)

[1]   ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For tariff information regarding existing ACD/MIS   (N)
service from switches no longer supporting ACD/MIS, see Section A112 Obsolete Centrex Service.

(M)   Material moved to Page 27.1.3.   (N)

^R   Registered Trademark of Verizon

                                                                                           (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.10   CentraNet[R] Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) [1] (Continued)   (C)

.4   Definition of Features (Continued)

a.   Basic CentraNet[R] ACD Features (Continued):

Activate/Deactivate Position - Agents can indicate that either their position is available for call processing (activate or log on) or that no new (M) incoming calls should be routed to their position (deactivate, log off, or make busy). A sequence of key strokes that includes the agent's identity is used for activation. Deactivation occurs when the agent unplugs the headset. With this feature, no incoming calls are delivered to unattended or unavailable positions.

Agent Alerting and Call Origination Identification - This feature provides an audible tone and 10-character display of dialed digits and/or incoming trunk groups to the agent when a call is delivered to the position.   (M)

Agent Event Codes - While on a call, agents can enter a code on the terminal that designates a specific "event". Event codes can be set up to indicate various types of advertising or different types of billing problems. The frequency of these events are tabulated and reported on at the Management Information System (MIS).

Agent Monitoring with Interrupt - This feature gives a supervisor position the ability to monitor agent positions and to interrupt a monitored conversation.

Agent/Supervisor Assignment - This feature allows the assignment of a log-in identification and password to each agent and supervisor, independent of their terminals.

Automatic Call Distribution - This feature automatically distributes calls to agents who have been available for the longest period of time.

Call Hold Incoming/Outgoing - Call Hold Incoming allows an agent to place an incoming call on hold. While a call is on hold, the agent has full use of the position to consult with another agent or supervisor, or to make an outside call. Call Hold Outgoing allows an agent to place an outgoing call on hold. If an incoming call is already at the position, the agent can go back and forth between the calls with either party on hold. Both parties can be placed on hold or removed for a conference call.

Call Queuing - This feature ensures that incoming calls are entered into queues if an agent is not immediately available. Calls are distributed to agents in order of arrival (first-in, first-out).

Call Transfer Internal/External - Call Transfer Internal allows an agent to transfer a call to another agent or supervisor. Call Transfer External allows an agent to transfer a call outside of the call center.

Call Waiting Indication - An indication appears on all agent terminals when the expected waiting time of any call in a queue exceeds a specified threshold.

Cancel Previous Entry - This feature allows an agent to delete previously entered digits.

Conference and Transfer on Outbound Calls - This feature allows an agent to conference an outbound call with another party and to transfer an outbound call to another party.   (T)

Emergency Alert - This feature allows an agent to identify calls of special interest (a very important customer or a bomb threat) with a single keystroke.

Enhanced Incoming Call Alerting - Provides an enhanced audible alert when a call comes in that can be heard even when the agent is not wearing a headset. Along with the tone is a visual alert.

Interposition Conference - This feature allows an agent to conference with another agent or supervisor.

Intraflow - This feature allows the designation of one principal serving team and up to eight supporting serving teams for each call queue.

Multipoint ACD - Multipoint ACD allows two agent stations to be placed on one ACD line. Each station will use one B channel and share the D channel. This service allows customers who do not want to use the second B channel for other services (i.e., Data, Voice, etc.) a cost savings by limiting the number of actual lines needed. Multipoint ACD will have a nonrecurring charge per group and a monthly recurring charge per multipoint line.

(M[1])

[1]   ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For tariff information regarding existing ACD/MIS service from (N) switches no longer supporting ACD/MIS, see Section A112 Obsolete Centrex Service.

(M)   Material moved from Page 27.1.2.
(M[1]) Material moved to Page 27.1.4.   (N)

[R] - Registered Trademark of Verizon   (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.10   CentraNet[R] Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) [1] **(Continued)**   (C)

.4   **Definition of Features (Continued)**

a.   Basic CentraNet[R] ACD Features (Continued):

<u>Music on Hold</u> - When an incoming call is placed on hold by an agent, the caller hears music.   (M)

<u>Position Release with Disconnect</u> - This feature allows an agent to release the position from a call with one keystroke.   (M)

<u>Queue Slots</u> (equal to number of agents) - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

<u>Service Assistant Capabilities</u> - Agents have single keystroke access to a service assistant who can provide help with difficult calls.

<u>Speed Call</u> - Agents have the ability to program 13 speed calling numbers on their terminals.

<u>Standard Announcements</u> - An announcement to callers in queue that advises them of answering delays. The announcement is Company-provided and located in the central office.

b.   Advanced CentraNet[R] ACD/MIS Features

<u>Additional Queue Slots</u> - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

<u>Call Prompts</u> - This feature is an enhancement of Call Vectoring that allows an announcement to be played for incoming callers. The announcement asks callers to enter Touch-Tone digits that correspond to a specific destination where the call is then routed. The Call Vectoring feature is required.

<u>Call Vectoring</u> - This feature provides the power to program a series of call handling steps that an incoming call will follow before it is routed to an agent. The series of steps is referred to as a call vector. Call Vectoring includes the following features:

<u>Answer Supervision Control</u> - This feature provides the ability to control the point at which answer supervision is returned for calls.

<u>Music on Queue</u> - This feature provides additional flexibility for the specification of music and/or other audio treatment that calls will receive while in queue.   (T)

<u>Direct Agent Access</u> - An agent can be reached directly by an external caller when a directory number is assigned to the individual agent.

<u>Management Information System Data Link</u> - The Data Link passes call event information to the Management Information System (MIS) located in the central office. Management Information System Data Link includes the following features:

<u>Delay Treatment</u> - Delay Treatment provides various types of alerting to the calling party when their call cannot be routed immediately to an agent and must be queued for service.

<u>Fold Down</u> - This feature provides for an orderly restriction of traffic to a smaller number of agent positions during periods of low traffic.

<u>Interflow Control</u> - This feature provides the ability to reroute incoming calls to destinations outside the switch.

<u>Intraflow Control</u> - This feature provides a way of increasing the number of agents able to handle calls by establishing specialized serving teams for call queues.

<u>Overload Control</u> - This feature promptly detects and properly controls an overload condition.

<u>Queue Control</u> - This feature alerts customers about queuing delays that exceed their predetermined control levels. The customer can modify the ACD parameters and assignments, and control the treatment received by delayed callers.

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[1]   ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For tariff information regarding existing ACD/MIS service from switches no longer supporting ACD/MIS, see Section A112 Obsolete Centrex Service.   (N)

(M)   Material moved from Page 27.1.3.   (N)

[R]   Registered Trademark of Verizon   (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.10 CentraNet[R] Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) [1] (C) (Continued)

.5 Rates and Charges

a. Moves and Changes

(1.) The charge to the customer for system adds, moves, changes, rearrangements, and removals will be the Minor Software Change Charge as specified in Section A12.6.8b.(2.) of this tariff.

b. Basic CentraNet[R] ACD Feature Package

(1.) The Basic CentraNet[R] ACD Feature Package rate structure consists of a nonrecurring charge that will apply per ACD group and a monthly recurring charge that will be applied on a per ACD line basis.

(2.)

	Nonrecurring Charge	Rate	(T)
Basic CentraNet[R] ACD Feature Package, Nonrecurring Charge, per ACD Group	$ 50.00	-	(T)
Monthly Rate, per ACD Line[2]	-	$ 26.50	(T)
per Multipoint Line	-	38.75	(T)

c. Advanced CentraNet[R] ACD/MIS Features

(1.) Customers must have the Basic CentraNet[R] ACD Feature Package before they can subscribe to the Advanced CentraNet[R] ACD/MIS Features.

(2.)

	Nonrecurring Charge	Rate	(T)
Advanced CentraNet[R] ACD/MIS Features:			
Additional Queue Slots	$ 25.00 (per system)	$ 2.50 (per slot)	(T)
Call Prompts[3], per Step[4]	100.00	150.00	(T)
Call Vectoring, Nonrecurring Charge, per ACD Group	100.00	-	(T)
Monthly Rate, per ACD Line	-	10.00	(T)
Direct Agent Access, Per access number	-	3.00	(T)
Management Information System Data Link, per Link[5]	150.00	200.00	(T)

[1] ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For tariff information regarding existing (N) ACD/MIS service from switches no longer supporting ACD/MIS, see Section A112 Obsolete Centrex Service. (N)

[2] Monthly rate includes the ACD line rate. (T)

[3] Customer must subscribe to Call Vectoring. (T)

[4] The nonrecurring charge for Call Prompts will apply per step. Each announcement level is a "step", for example: the first step would ask (T) the customer to press "1" for the Accounting Department or press "2" for Engineering. Once the customer pressed "1" or "2", the second step would then ask the customer to press "1" for Cost Accounting, "2" for Disbursement Accounting, and so on.

[5]   One MIS Data Link is required for each supervisor's workstation. (T)

[R] - Registered Trademark of Verizon   (T)

A112. OBSOLETE CENTREX SERVICE

Contents

®-Registered Trademark

A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.7   CentraNet® Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)

Obsolete.   The provision of CentraNet® Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) will no longer be offered to new subscribers served from a 5ESS switch. Existing ADC/MIS customers served from a 5ESS switch will not be offered moves, additions or changes to their existing ACD/MIS service.

For tariff information on ACD/MIS service provided to customers from other switches where technically feasible, see Section A12.10 Centranet® Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACE/MIS).

(M)

.1   General

a.   CentraNet^R Automatic Call Distribution (ACD) is a central office-based service which allows incoming calls to be efficiently managed among agents in a call center. With Automatic Call Distribution, incoming calls are allocated and equally distributed to available agents, based on call parameters defined by the customer. Automatic Call Distribution also allows customers to efficiently manage fluctuations in calling patterns, trunk loading, and answering time frames.

b.   CentraNet^R Automatic Call Distribution (ACD) can be enhanced with the extensive call handling and management capability of the Automatic Call Distribution-Management Information System (ACD/MIS). The Management Information System Data Link contains real-time call information that is forwarded to a Management Information System (MIS) located in the Company's central office. The MIS, in turn, provides the customer with detailed call management information. With ACD/MIS, call center supervisors have the ability to monitor agents, control the origination and destination of incoming calls, and rearrange groups in response to incoming customer call demand.

.2   Regulations

a.   CentraNet^R ACD/MIS is available to either existing or new CentraNet^R customers.

b.   CentraNet^R ACD and/or ACD/MIS will be furnished only from offices that are technically capable of and equipped for providing the service.

c.   Customers must have the Basic ACD Feature Package before they can subscribe to the Advanced ACD/MIS Features.

d.   Customers will be required to provide compatible customer premises equipment (CPE).

e.   CentraNet^R Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.

f.   Verizon Florida makes no guarantee and assumes no liability associated with the customer's receipt of data if the customer-provided customer premises equipment (CPE) does not meet Verizon Florida's compatibility requirements.

g.   Appropriate private line service charges as specified in Sections A25 and A26 of this tariff will apply to the private line facilities that are required for the Advanced CentraNet^R ACD/MIS Data Link Feature.

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[1]   Applies in addition to appropriate service order charges as set forth in Section A4 of this Tariff.

^{R} -   Registered Trademark

(M)   Material moved from Page 27.1.1, Section A12.

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A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.7   CentraNet^R Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Continued)

    .3   Features   (M)

        a.   All features may not be available on all switches. Features provided in the Basic CentraNet^R ACD Feature Package include:

- Access to Automatic Route Selection
- Access to Switched Network
- Activate/Deactivate Position
- Agent Alerting and Call Origination Identification
- Agent Event Codes
- Agent Monitoring with Interrupt
- Agent/Supervisor Assignment
- Automatic Call Distribution
- Call Hold Incoming/Outgoing
- Call Queuing
- Call Transfer Internal/External
- Call Waiting Indication
- Cancel Previous Entry
- Conference and Transfer on Outbound Calls
- Emergency Alert
- Enhanced Incoming Call Alerting
- Interposition Conference
- Intraflow
- Music on Hold
- Position Release with Disconnect
- Queue Slots (equal to number of agent positions)
- Service Assistant Capabilities
- Speed Call
- Standard Announcements

        b.   All features may not be available on all switches. Advanced CentraNet^R ACD/MIS Features include:

- Additional Queue Slots
- Call Prompts
- Call Vectoring, which includes:
  (1.) Answer Supervision Control
  (2.) Music on Queue
- Direct Agent Access
- Management Information System (MIS) Data Link, which includes:
  (1.) Delay Treatment
  (2.) Fold Down
  (3.) Interflow Control
  (4.) Intraflow Control
  (5.) Overload Control
  (6.) Queue Control

    .4   Definition of Features

        a.   Basic CentraNet^R ACD Features:

Access to Automatic Route Selection - Outbound calls made from an agent's position can utilize the customer's Automatic Route Selection.

Access to Switched Network - Each agent can be given outbound dialing permission that ranges from an inability to make outbound calls to unrestricted access to the network.

Activate/Deactivate Position - Agents can indicate that either their position is available for call processing (activate or log on) or that no new incoming calls should be routed to their position (deactivate, log off, or make busy). A sequence of key strokes that includes the agent's identity is used for activation. Deactivation occurs when the agent unplugs the headset. With this feature, no incoming calls are delivered to unattended or unavailable positions.

Agent Alerting and Call Origination Identification - This feature provides an audible tone and 10-character display of dialed digits and/or incoming trunk groups to the agent when a call is delivered to the position.

^{R} Registered Trademark of Verizon   (M)
(M)   Material moved from Page27.1.2, Section A12.

A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.7   CentraNet^R Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Continued)

.4   Definition of Features (Continued)   (M)

a.   Basic CentraNet^R ACD Features (Continued):

Agent Event Codes - While on a call, agents can enter a code on the terminal that designates a specific "event". Event codes can be set up to indicate various types of advertising or different types of billing problems. The frequency of these events are tabulated and reported on at the Management Information System (MIS).

Agent Monitoring with Interrupt - This feature gives a supervisor position the ability to monitor agent positions and to interrupt a monitored conversation.

Agent/Supervisor Assignment - This feature allows the assignment of a log-in identification and password to each agent and supervisor, independent of their terminals.

Automatic Call Distribution - This feature automatically distributes calls to agents who have been available for the longest period of time.

Call Hold Incoming/Outgoing - Call Hold Incoming allows an agent to place an incoming call on hold. While a call is on hold, the agent has full use of the position to consult with another agent or supervisor, or to make an outside call. Call Hold Outgoing allows an agent to place an outgoing call on hold. If an incoming call is already at the position, the agent can go back and forth between the calls with either party on hold. Both parties can be placed on hold or removed for a conference call.

Call Queuing - This feature ensures that incoming calls are entered into queues if an agent is not immediately available. Calls are distributed to agents in order of arrival (first-in, first-out).

Call Transfer Internal/External - Call Transfer Internal allows an agent to transfer a call to another agent or supervisor. Call Transfer External allows an agent to transfer a call outside of the call center.

Call Waiting Indication - An indication appears on all agent terminals when the expected waiting time of any call in a queue exceeds a specified threshold.

Cancel Previous Entry - This feature allows an agent to delete previously entered digits.

Conference and Transfer on Outbound Calls - This feature allows an agent to conference an outbound call with another party and to transfer an outbound call to another party.

Emergency Alert - This feature allows an agent to identify calls of special interest (a very important customer or a bomb threat) with a single keystroke.

Enhanced Incoming Call Alerting - Provides an enhanced audible alert when a call comes in that can be heard even when the agent is not wearing a headset. Along with the tone is a visual alert.

Interposition Conference - This feature allows an agent to conference with another agent or supervisor.

Intraflow - This feature allows the designation of one principal serving team and up to eight supporting serving teams for each call queue.

Multipoint ACD - Multipoint ACD allows two agent stations to be placed on one ACD line. Each station will use one B channel and share the D channel. This service allows customers who do not want to use the second B channel for other services (i.e., Data, Voice, etc.) a cost savings by limiting the number of actual lines needed. Multipoint ACD will have a nonrecurring charge per group and a monthly recurring charge per multipoint line.

Music on Hold - When an incoming call is placed on hold by an agent, the caller hears music.

Position Release with Disconnect - This feature allows an agent to release the position from a call with one keystroke.

^R   Registered Trademark of Verizon   (M)

(M)   Material moved from Page 27.1.3, Section A12.

A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.7   **CentraNet^R Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)** (Continued)

   .4   Definition of Features (Continued)   (M)

      a.   Basic CentraNet^R ACD Features (Continued):

            Queue Slots (equal to number of agents) - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

            Service Assistant Capabilities - Agents have single keystroke access to a service assistant who can provide help with difficult calls.

            Speed Call - Agents have the ability to program 13 speed calling numbers on their terminals.

            Standard Announcements - An announcement to callers in queue that advises them of answering delays. The announcement is Company-provided and located in the central office.

      b.   Advanced CentraNet^R ACD/MIS Features

            Additional Queue Slots - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

            Call Prompts - This feature is an enhancement of Call Vectoring that allows an announcement to be played for incoming callers. The announcement asks callers to enter Touch-Tone digits that correspond to a specific destination where the call is then routed. The Call Vectoring feature is required.

            Call Vectoring - This feature provides the power to program a series of call handling steps that an incoming call will follow before it is routed to an agent. The series of steps is referred to as a call vector. Call Vectoring includes the following features:

                  Answer Supervision Control - This feature provides the ability to control the point at which answer supervision is returned for calls.

                  Music on Queue - This feature provides additional flexibility for the specification of music and/or other audio treatment that calls will receive while in queue.

            Direct Agent Access - An agent can be reached directly by an external caller when a directory number is assigned to the individual agent.

            Management Information System Data Link - The Data Link passes call event information to the Management Information System (MIS) located in the central office. Management Information System Data Link includes the following features:

                  Delay Treatment - Delay Treatment provides various types of alerting to the calling party when their call cannot be routed immediately to an agent and must be queued for service.

                  Fold Down - This feature provides for an orderly restriction of traffic to a smaller number of agent positions during periods of low traffic.

                  Interflow Control - This feature provides the ability to reroute incoming calls to destinations outside the switch.

                  Intraflow Control - This feature provides a way of increasing the number of agents able to handle calls by establishing specialized serving teams for call queues.

                  Overload Control - This feature promptly detects and properly controls an overload condition.

                  Queue Control - This feature alerts customers about queuing delays that exceed their predetermined control levels. The customer can modify the ACD parameters and assignments, and control the treatment received by delayed callers.

^R   Registered Trademark of Verizon

                                                                                                                              (M)

(M)   Material moved from Page 27.1.4, Section A12.

A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.7 CentraNet[R] Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Continued)

.5 Rates and Charges (M)

a. Moves and Changes

(1.) The charge to the customer for system adds, moves, changes, rearrangements, and removals will be the Minor Software Change Charge as specified in Section A12.6.8b.(2.) of this tariff.

b. Basic CentraNet[R] ACD Feature Package

(1.) The Basic CentraNet[R] ACD Feature Package rate structure consists of a nonrecurring charge that will apply per ACD group and a monthly recurring charge that will be applied on a per ACD line basis.

(2.)

	Nonrecurring Charge	Rate
Basic CentraNet[R] ACD Feature Package, Nonrecurring Charge, per ACD Group	$ 50.00	-
Monthly Rate, per ACD Line[1]	-	$26.50
per Multipoint Line	-	38.75

c. Advanced CentraNet[R] ACD/MIS Features

(1.) Customers must have the Basic CentraNet[R] ACD Feature Package before they can subscribe to the Advanced CentraNet[R] ACD/MIS Features.

(2.)

	Nonrecurring Charge	Rate
Advanced CentraNet[R] ACD/MIS Features:		
Additional Queue Slots	$ 25.00 (per system)	$ 2.50 (per slot)
Call Prompts[2], per Step[3]	100.00	150.00
Call Vectoring, Nonrecurring Charge, per ACD Group	100.00	-
Monthly Rate, per ACD Line	-	10.00
Direct Agent Access, Per access number	-	3.00
Management Information System Data Link, per Link[4]	150.00	200.00

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[1] Monthly rate includes the ACD line rate.
[2] Customer must subscribe to Call Vectoring.
[3] The nonrecurring charge for Call Prompts will apply per step. Each announcement level is a "step", for example: the first step would ask the customer to press "1" for the Accounting Department or press "2" for Engineering. Once the customer pressed "1" or "2", the second step would then ask the customer to press "1" for Cost Accounting, "2" for Disbursement Accounting, and so on.
[4] One MIS Data Link is required for each supervisor's workstation.

[R] Registered Trademark of Verizon (M)

(M) Material moved from Page 27.1.5, Section A12.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.9 CentraNet[R] Customer Moves and Changes (CMAC) (Continued)

.4 **Rates and Charges**

a. The following rates are applicable for CentraNet[R] Customer Moves and Changes (CMAC). These rates and charges apply per CentraNet® Service system.

Line Size	Nonrecurring Charge [1]	Monthly Rate
(1.) 2 – 200 Lines	$800.00	$95.00
(2.) 201 + Lines	ICB	ICB

A12.10 CentraNet[R] Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) [2]   (C)

.1 **General**

a. CentraNet[R] Automatic Call Distribution (ACD) is a central office-based service which allows incoming calls to be efficiently managed among agents in a call center. With Automatic Call Distribution, incoming calls are allocated and equally distributed to available agents, based on call parameters defined by the customer. Automatic Call Distribution also allows customers to efficiently manage fluctuations in calling patterns, trunk loading, and answering time frames.

b. CentraNet[R] Automatic Call Distribution (ACD) can be enhanced with the extensive call handling and management capability of the Automatic Call Distribution-Management Information System (ACD/MIS). The Management Information System Data Link contains real-time call information that is forwarded to a Management Information System (MIS) located in the Company's central office. The MIS, in turn, provides the customer with detailed call management information. With ACD/MIS, call center supervisors have the ability to monitor agents, control the origination and destination of incoming calls, and rearrange groups in response to incoming customer call demand.

.2 **Regulations**

a. CentraNet[R] ACD/MIS is available to either existing or new CentraNet[R] customers.

b. CentraNet[R] ACD and/or ACD/MIS will be furnished only from offices that are technically capable of and equipped for providing the service.

c. Customers must have the Basic ACD Feature Package before they can subscribe to the Advanced ACD/MIS Features.

d. Customers will be required to provide compatible customer premises equipment (CPE).

e. CentraNet[R] Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.

f. GTE Verizon Florida makes no guarantee and assumes no liability associated with the customer's receipt of data if the   (T)
customer-provided customer premises equipment (CPE) does not meet GTE Verizon Florida's compatibility requirements.   (T)

g. Appropriate private line service charges as specified in Sections A25 and A26 of this tariff will apply to the private line facilities that are required for the Advanced CentraNet[R] ACD/MIS Data Link Feature.

Note 1: [1] Applies in addition to appropriate service order charges as set forth in Section A4 of this Tariff.   (T)

[2]   ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For tariff information regarding existing   (N)
ACD/MIS service from switches no longer supporting ACD/MIS, see Section A112 Obsolete Centrex Service.   (N)

(M) Material has been moved to Section A112, Page 61.

[R] - Registered Trademark

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.10 CentraNetᴿ Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) ² **(Continued)** (C)

.3 **Features**

a. All features may not be available on all switches. Features provided in the Basic CentraNetᴿ ACD Feature Package include:

- Access to Automatic Route Selection
- Access to Switched Network
- Activate/Deactivate Position
- Agent Alerting and Call Origination Identification
- Agent Event Codes
- Agent Monitoring with Interrupt
- Agent/Supervisor Assignment
- Automatic Call Distribution
- Call Hold Incoming/Outgoing
- Call Queuing
- Call Transfer Internal/External
- Call Waiting Indication
- Cancel Previous Entry
- Conference and Transfer on Outbound Calls
- ~~(Deleted)~~ (T)
- Emergency Alert
- Enhanced Incoming Call Alerting
- Interposition Conference
- Intraflow
- Music on Hold
- Position Release with Disconnect
- Queue Slots (equal to number of agent positions)
- Service Assistant Capabilities
- Speed Call
- Standard Announcements

b. All features may not be available on all switches. Advanced CentraNetᴿ ACD/MIS Features include:

- Additional Queue Slots
- Call Prompts
- Call Vectoring, which includes:
  - (1.) Answer Supervision Control
  - (2.) Music on Queue (T)
- ~~(Deleted)~~
- Direct Agent Access
- Management Information System (MIS) Data Link, which includes:
  - (1.) Delay Treatment
  - (2.) Fold Down
  - (3.) Interflow Control
  - (4.) Intraflow Control
  - (5.) Overload Control
  - (6.) Queue Control

.4 **Definition of Features**

a. Basic CentraNetᴿ ACD Features:

Access to Automatic Route Selection - Outbound calls made from an agent's position can utilize the customer's Automatic Route Selection.

Access to Switched Network - Each agent can be given outbound dialing permission that ranges from an inability to make outbound calls to unrestricted access to the network.

(M)

~~Activate/Deactivate Position - Agents can indicate that either their position is available for call processing (activate or log on) or that no new incoming calls should be routed to their position (deactivate, log off, or make busy). A sequence of key strokes that includes the agent's identity is used for activation. Deactivation occurs when the agent unplugs the headset. With this feature, no incoming calls are delivered to unattended or unavailable positions.~~

~~Agent Alerting and Call Origination Identification - This feature provides an audible tone and 10 character display of dialed digits and/or incoming trunk groups to the agent when a call is delivered to the position.~~ (M)

(N)

¹ ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For tariff information regarding existing ACD/MIS service from (N) switches no longer supporting ACD/MIS, see Section A112 Obsolete Centrex Service. (N)

(M) Material moved to Page 27.1.3.

(T)

ᴿ - Registered Trademark of GTE Verizon

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.10   CentraNet[R] Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) [1] (Continued)   (C)

    .4   Definition of Features (Continued)

        a.   Basic CentraNet[R] ACD Features (Continued):

            Activate/Deactivate Position - Agents can indicate that either their position is available for call processing (activate or log on) or that no new   (M)
            incoming calls should be routed to their position (deactivate, log off, or make busy). A sequence of key strokes that includes the agent's
            identity is used for activation. Deactivation occurs when the agent unplugs the headset. With this feature, no incoming calls are delivered to
            unattended or unavailable positions.

            Agent Alerting and Call Origination Identification - This feature provides an audible tone and 10-character display of dialed digits and/or
            incoming trunk groups to the agent when a call is delivered to the position.   (M)

            Agent Event Codes - While on a call, agents can enter a code on the terminal that designates a specific "event". Event codes can be set up
            to indicate various types of advertising or different types of billing problems. The frequency of these events are tabulated and reported on at
            the Management Information System (MIS).

            Agent Monitoring with Interrupt - This feature gives a supervisor position the ability to monitor agent positions and to interrupt a monitored
            conversation.

            Agent/Supervisor Assignment - This feature allows the assignment of a log-in identification and password to each agent and supervisor,
            independent of their terminals.

            Automatic Call Distribution - This feature automatically distributes calls to agents who have been available for the longest period of time.

            Call Hold Incoming/Outgoing - Call Hold Incoming allows an agent to place an incoming call on hold. While a call is on hold, the agent has
            full use of the position to consult with another agent or supervisor, or to make an outside call. Call Hold Outgoing allows an agent to place an
            outgoing call on hold. If an incoming call is already at the position, the agent can go back and forth between the calls with either party on
            hold. Both parties can be placed on hold or removed for a conference call.

            Call Queuing - This feature ensures that incoming calls are entered into queues if an agent is not immediately available. Calls are distributed
            to agents in order of arrival (first-in, first-out).

            Call Transfer Internal/External - Call Transfer Internal allows an agent to transfer a call to another agent or supervisor. Call Transfer External
            allows an agent to transfer a call outside of the call center.

            Call Waiting Indication - An indication appears on all agent terminals when the expected waiting time of any call in a queue exceeds a
            specified threshold.

            Cancel Previous Entry - This feature allows an agent to delete previously entered digits.

            Conference and Transfer on Outbound Calls - This feature allows an agent to conference an outbound call with another party and to transfer
            an outbound call to another party.
            (Deleted)   (T)
            Emergency Alert - This feature allows an agent to identify calls of special interest (a very important customer or a bomb threat) with a single
            keystroke.

            Enhanced Incoming Call Alerting - Provides an enhanced audible alert when a call comes in that can be heard even when the agent is not
            wearing a headset. Along with the tone is a visual alert.

            Interposition Conference - This feature allows an agent to conference with another agent or supervisor.

            Intraflow - This feature allows the designation of one principal serving team and up to eight supporting serving teams for each call queue.

            Multipoint ACD - Multipoint ACD allows two agent stations to be placed on one ACD line. Each station will use one B channel and share the
            D channel. This service allows customers who do not want to use the second B channel for other services (i.e., Data, Voice, etc.) a cost
            savings by limiting the number of actual lines needed. Multipoint ACD will have a nonrecurring charge per group and a monthly recurring
            charge per multipoint line.

            Music on Hold - When an incoming call is placed on hold by an agent, the caller hears music.   (M[1])
            Position Release with Disconnect - This feature allows an agent to release the position from a call with one keystroke.   (M[1])

[1]   ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For tariff information regarding existing ACD/MIS service from   (N)
        switches no longer supporting ACD/MIS, see Section A112 Obsolete Centrex Service.
(M)   Material moved from Page 27.1.2
(M[1])   Material moved to Page 27.1.4   (N)
[R] - Registered Trademark of GTE Verizon   (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.10 CentraNet[R] Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) [1] (Continued)   (C)

    .4   **Definition of Features (Continued)**

        a.   Basic CentraNet[R] ACD Features (Continued):

            Music on Hold - When an incoming call is placed on hold by an agent, the caller hears music.   (M)

            Position Release with Disconnect - This feature allows an agent to release the position from a call with one keystroke.   (M)

            Queue Slots (equal to number of agents) - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

            Service Assistant Capabilities - Agents have single keystroke access to a service assistant who can provide help with difficult calls.

            Speed Call - Agents have the ability to program 13 speed calling numbers on their terminals.

            Standard Announcements - An announcement to callers in queue that advises them of answering delays. The announcement is Company-provided and located in the central office.

        b.   Advanced CentraNet[R] ACD/MIS Features

            Additional Queue Slots - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

            Call Prompts - This feature is an enhancement of Call Vectoring that allows an announcement to be played for incoming callers. The announcement asks callers to enter Touch-Tone digits that correspond to a specific destination where the call is then routed. The Call Vectoring feature is required.

            Call Vectoring - This feature provides the power to program a series of call handling steps that an incoming call will follow before it is routed to an agent. The series of steps is referred to as a call vector. Call Vectoring includes the following features:

                Answer Supervision Control - This feature provides the ability to control the point at which answer supervision is returned for calls.

                Music on Queue - This feature provides additional flexibility for the specification of music and/or other audio treatment that calls will receive while in queue.

            (Deleted)   (T)

            Direct Agent Access - An agent can be reached directly by an external caller when a directory number is assigned to the individual agent.

            Management Information System Data Link - The Data Link passes call event information to the Management Information System (MIS) located in the central office. Management Information System Data Link includes the following features:

                Delay Treatment - Delay Treatment provides various types of alerting to the calling party when their call cannot be routed immediately to an agent and must be queued for service.

                Fold Down - This feature provides for an orderly restriction of traffic to a smaller number of agent positions during periods of low traffic.

                Interflow Control - This feature provides the ability to reroute incoming calls to destinations outside the switch.

                Intraflow Control - This feature provides a way of increasing the number of agents able to handle calls by establishing specialized serving teams for call queues.

                Overload Control - This feature promptly detects and properly controls an overload condition.

                Queue Control - This feature alerts customers about queuing delays that exceed their predetermined control levels. The customer can modify the ACD parameters and assignments, and control the treatment received by delayed callers.

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[1]   ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For tariff information regarding existing ACD/MIS service from switches no longer supporting ACD/MIS, see Section A112 Obsolete Centrex Service.   (N)

(M) Material move from Page 27.1.3.   (N)

[R] - Registered Trademark of GTEVerizon   (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.10   CentraNet^R Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) 1 (Continued)   (C)

.5   Rates and Charges

a.   Moves and Changes

(1.)   The charge to the customer for system adds, moves, changes, rearrangements, and removals will be the Minor Software Change Charge as specified in Section A12.6.8b.(2.) of this tariff.

b.   Basic CentraNet^R ACD Feature Package

(1.)   The Basic CentraNet^R ACD Feature Package rate structure consists of a nonrecurring charge that will apply per ACD group and a monthly recurring charge that will be applied on a per ACD line basis.

(2.)

	GSEC	Nonrecurring Charge	Monthly GSEC	Rate	(T) (T)
Basic CentraNet^R ACD Feature Package, Nonrecurring Charge, per ACD Group	CENACDNRC	$ 50.00	-	-	(T)
Monthly Rate, per ACD Line1	-	-	CENACD	$26.50	(T)
per Multipoint Line	-	-	CENACDMP	38.75	(T)

c.   Advanced CentraNet^R ACD/MIS Features

(1.)   Customers must have the Basic CentraNet^R ACD Feature Package before they can subscribe to the Advanced CentraNet^R ACD/MIS Features.

(2.)

	GSEC	Nonrecurring Charge	Monthly GSEC	Rate	(T) (T)
Advanced CentraNet^R ACD/MIS Features:					
Additional Queue Slots	CENACDQSNRC	$ 25.00 (per system)	CENACDQS	$ 2.50 (per slot)	(T)
Call Prompts2, per Step3	CENACDCPNRC	100.00	CENACDCP	150.00	(T)
Call Vectoring, Nonrecurring Charge, per ACD Group	CENACDCVNRC	100.00	-	-	(T)
Monthly Rate, per ACD Line	-	-	CENACDCV	10.00	(T)
(Deleted)					
Direct Agent Access, Per access number	-	-	CENACDDAA	3.00	(T)
Management Information System Data Link, per Link4	CENACDMISNRC	150.00 (I)	CENACDMIS	200.00	(T)

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1   ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For tariff information regarding existing ACD/MIS service from switches no longer supporting ACD/MIS, see Section A112 Obsolete Centrex Service.   (N) (N)

Note 1: 2 Monthly rate includes the ACD line rate.   (T)
Note 2: 3 Customer must subscribe to Call Vectoring.   (T)
Note 3: 4 The nonrecurring charge for Call Prompts will apply per step. Each announcement level is a "step", for example: the first step would ask the   (T)
         customer to press "1" for the Accounting Department or press "2" for Engineering. Once the customer pressed "1" or "2", the second step would then ask the customer to press "1" for Cost Accounting, "2" for Disbursement Accounting, and so on.
Note 4: 5 One MIS Data Link is required for each supervisor's workstation.   (T)

^R - Registered Trademark of GTEVerizon   (T)

A112. OBSOLETE CENTREX SERVICE

Contents

®-Registered Trademark

A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.7   CentraNet® Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)

Obsolete. The provision of CentraNet® Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) will no longer be offered to new subscribers served from a 5ESS switch. Existing ADC/MIS customers served from a 5ESS switch will not be offered moves, additions or changes to their existing ACD/MIS service.

For tariff information on ACD/MIS service provided to customers from other switches where technically feasible, see Section A12.10 Centranet® Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACE/MIS).

   .1   General

(M)

     a.   CentraNet^R Automatic Call Distribution (ACD) is a central office-based service which allows incoming calls to be efficiently managed among agents in a call center. With Automatic Call Distribution, incoming calls are allocated and equally distributed to available agents, based on call parameters defined by the customer. Automatic Call Distribution also allows customers to efficiently manage fluctuations in calling patterns, trunk loading, and answering time frames.

     b.   CentraNet^R Automatic Call Distribution (ACD) can be enhanced with the extensive call handling and management capability of the Automatic Call Distribution-Management Information System (ACD/MIS). The Management Information System Data Link contains real-time call information that is forwarded to a Management Information System (MIS) located in the Company's central office. The MIS, in turn, provides the customer with detailed call management information. With ACD/MIS, call center supervisors have the ability to monitor agents, control the origination and destination of incoming calls, and rearrange groups in response to incoming customer call demand.

   .2   Regulations

     a.   CentraNet^R ACD/MIS is available to either existing or new CentraNet^R customers.

     b.   CentraNet^R ACD and/or ACD/MIS will be furnished only from offices that are technically capable of and equipped for providing the service.

     c.   Customers must have the Basic ACD Feature Package before they can subscribe to the Advanced ACD/MIS Features.

     d.   Customers will be required to provide compatible customer premises equipment (CPE).

     e.   CentraNet^R Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.

     f.   Verizon Florida makes no guarantee and assumes no liability associated with the customer's receipt of data if the customer-provided customer premises equipment (CPE) does not meet Verizon Florida's compatibility requirements.

     g.   Appropriate private line service charges as specified in Sections A25 and A26 of this tariff will apply to the private line facilities that are required for the Advanced CentraNet^R ACD/MIS Data Link Feature.

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[1]   Applies in addition to appropriate service order charges as set forth in Section A4 of this Tariff.

^{R} -   Registered Trademark   (M)

(M)   Material moved from Page 27.1.1, Section A12.

A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.7   CentraNet® Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Continued)

    .3   **Features**   (M)

    a.   All features may not be available on all switches. Features provided in the Basic CentraNet® ACD Feature Package include:

- Access to Automatic Route Selection
- Access to Switched Network
- Activate/Deactivate Position
- Agent Alerting and Call Origination Identification
- Agent Event Codes
- Agent Monitoring with Interrupt
- Agent/Supervisor Assignment
- Automatic Call Distribution
- Call Hold Incoming/Outgoing
- Call Queuing
- Call Transfer Internal/External
- Call Waiting Indication
- Cancel Previous Entry
- Conference and Transfer on Outbound Calls
- Emergency Alert
- Enhanced Incoming Call Alerting
- Interposition Conference
- Intraflow
- Music on Hold
- Position Release with Disconnect
- Queue Slots (equal to number of agent positions)
- Service Assistant Capabilities
- Speed Call
- Standard Announcements

    b.   All features may not be available on all switches. Advanced CentraNet® ACD/MIS Features include:

- Additional Queue Slots
- Call Prompts
- Call Vectoring, which includes:
  (1.) Answer Supervision Control
  (2.) Music on Queue
- Direct Agent Access
- Management Information System (MIS) Data Link, which includes:
  (1.) Delay Treatment
  (2.) Fold Down
  (3.) Interflow Control
  (4.) Intraflow Control
  (5.) Overload Control
  (6.) Queue Control

    .4   **Definition of Features**

    a.   Basic CentraNet® ACD Features:

Access to Automatic Route Selection - Outbound calls made from an agent's position can utilize the customer's Automatic Route Selection.

Access to Switched Network - Each agent can be given outbound dialing permission that ranges from an inability to make outbound calls to unrestricted access to the network.

Activate/Deactivate Position - Agents can indicate that either their position is available for call processing (activate or log on) or that no new incoming calls should be routed to their position (deactivate, log off, or make busy). A sequence of key strokes that includes the agent's identity is used for activation. Deactivation occurs when the agent unplugs the headset. With this feature, no incoming calls are delivered to unattended or unavailable positions.

Agent Alerting and Call Origination Identification - This feature provides an audible tone and 10-character display of dialed digits and/or incoming trunk groups to the agent when a call is delivered to the position.

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(M) Material moved from Page 27.1.2, Section A12.   (M)

A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.7   CentraNet^R Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Continued)

    .4   Definition of Features (Continued)   (M)

        a.   Basic CentraNet^R ACD Features (Continued):

Agent Event Codes - While on a call, agents can enter a code on the terminal that designates a specific "event". Event codes can be set up to indicate various types of advertising or different types of billing problems. The frequency of these events are tabulated and reported on at the Management Information System (MIS).

Agent Monitoring with Interrupt - This feature gives a supervisor position the ability to monitor agent positions and to interrupt a monitored conversation.

Agent/Supervisor Assignment - This feature allows the assignment of a log-in identification and password to each agent and supervisor, independent of their terminals.

Automatic Call Distribution - This feature automatically distributes calls to agents who have been available for the longest period of time.

Call Hold Incoming/Outgoing - Call Hold Incoming allows an agent to place an incoming call on hold. While a call is on hold, the agent has full use of the position to consult with another agent or supervisor, or to make an outside call. Call Hold Outgoing allows an agent to place an outgoing call on hold. If an incoming call is already at the position, the agent can go back and forth between the calls with either party on hold. Both parties can be placed on hold or removed for a conference call.

Call Queuing - This feature ensures that incoming calls are entered into queues if an agent is not immediately available. Calls are distributed to agents in order of arrival (first-in, first-out).

Call Transfer Internal/External - Call Transfer Internal allows an agent to transfer a call to another agent or supervisor. Call Transfer External allows an agent to transfer a call outside of the call center.

Call Waiting Indication - An indication appears on all agent terminals when the expected waiting time of any call in a queue exceeds a specified threshold.

Cancel Previous Entry - This feature allows an agent to delete previously entered digits.

Conference and Transfer on Outbound Calls - This feature allows an agent to conference an outbound call with another party and to transfer an outbound call to another party.

Emergency Alert - This feature allows an agent to identify calls of special interest (a very important customer or a bomb threat) with a single keystroke.

Enhanced Incoming Call Alerting - Provides an enhanced audible alert when a call comes in that can be heard even when the agent is not wearing a headset. Along with the tone is a visual alert.

Interposition Conference - This feature allows an agent to conference with another agent or supervisor.

Intraflow - This feature allows the designation of one principal serving team and up to eight supporting serving teams for each call queue.

Multipoint ACD - Multipoint ACD allows two agent stations to be placed on one ACD line. Each station will use one B channel and share the D channel. This service allows customers who do not want to use the second B channel for other services (i.e., Data, Voice, etc.) a cost savings by limiting the number of actual lines needed. Multipoint ACD will have a nonrecurring charge per group and a monthly recurring charge per multipoint line.

Music on Hold - When an incoming call is placed on hold by an agent, the caller hears music.

Position Release with Disconnect - This feature allows an agent to release the position from a call with one keystroke.

^R   Registered Trademark of Verizon   (M)

(M)   Material moved from Page 27.1.3, Section A12.

A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.7   CentraNet® Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Continued)   (M)

      .4   Definition of Features (Continued)

          a.   Basic CentraNet® ACD Features (Continued):

              Queue Slots (equal to number of agents) - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

              Service Assistant Capabilities - Agents have single keystroke access to a service assistant who can provide help with difficult calls.

              Speed Call - Agents have the ability to program 13 speed calling numbers on their terminals.

              Standard Announcements - An announcement to callers in queue that advises them of answering delays. The announcement is Company-provided and located in the central office.

          b.   Advanced CentraNet® ACD/MIS Features

              Additional Queue Slots - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

              Call Prompts - This feature is an enhancement of Call Vectoring that allows an announcement to be played for incoming callers. The announcement asks callers to enter Touch-Tone digits that correspond to a specific destination where the call is then routed. The Call Vectoring feature is required.

              Call Vectoring - This feature provides the power to program a series of call handling steps that an incoming call will follow before it is routed to an agent. The series of steps is referred to as a call vector. Call Vectoring includes the following features:

                  Answer Supervision Control - This feature provides the ability to control the point at which answer supervision is returned for calls.

                  Music on Queue - This feature provides additional flexibility for the specification of music and/or other audio treatment that calls will receive while in queue.

              Direct Agent Access - An agent can be reached directly by an external caller when a directory number is assigned to the individual agent.

              Management Information System Data Link - The Data Link passes call event information to the Management Information System (MIS) located in the central office. Management Information System Data Link includes the following features:

                  Delay Treatment - Delay Treatment provides various types of alerting to the calling party when their call cannot be routed immediately to an agent and must be queued for service.

                  Fold Down - This feature provides for an orderly restriction of traffic to a smaller number of agent positions during periods of low traffic.

                  Interflow Control - This feature provides the ability to reroute incoming calls to destinations outside the switch.

                  Intraflow Control - This feature provides a way of increasing the number of agents able to handle calls by establishing specialized serving teams for call queues.

                  Overload Control - This feature promptly detects and properly controls an overload condition.

                  Queue Control - This feature alerts customers about queuing delays that exceed their predetermined control levels. The customer can modify the ACD parameters and assignments, and control the treatment received by delayed callers.

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(M)   Material moved from Page 27.1.4, Section A12.   (N)

A112.7   CentraNet[R] Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Continued)

      .5   Rates and Charges

(M)

          a.   Moves and Changes

              (1.)   The charge to the customer for system adds, moves, changes, rearrangements, and removals will be the Minor Software Change Charge as specified in Section A12.6.8b.(2.) of this tariff.

          b.   Basic CentraNet[R] ACD Feature Package

              (1.)   The Basic CentraNet[R] ACD Feature Package rate structure consists of a nonrecurring charge that will apply per ACD group and a monthly recurring charge that will be applied on a per ACD line basis.

	Nonrecurring Charge	Rate
(2.)		
Basic CentraNet[R] ACD Feature Package, Nonrecurring Charge, per ACD Group	$ 50.00	-
Monthly Rate, per ACD Line[1]	-	$26.50
per Multipoint Line	-	38.75

          c.   Advanced CentraNet[R] ACD/MIS Features

              (1.)   Customers must have the Basic CentraNet[R] ACD Feature Package before they can subscribe to the Advanced CentraNet[R] ACD/MIS Features.

	Nonrecurring Charge	Rate
(2.)		
Advanced CentraNet[R] ACD/MIS Features:		
Additional Queue Slots	$ 25.00 (per system)	$ 2.50 (per slot)
Call Prompts[2], per Step[3]	100.00	150.00
Call Vectoring, Nonrecurring Charge, per ACD Group	100.00	-
Monthly Rate, per ACD Line	-	10.00
Direct Agent Access, Per access number	-	3.00
Management Information System Data Link, per Link[4]	150.00	200.00

[1]   Monthly rate includes the ACD line rate.
[2]   Customer must subscribe to Call Vectoring.
[3]   The nonrecurring charge for Call Prompts will apply per step. Each announcement level is a "step", for example: the first step would ask the customer to press "1" for the Accounting Department or press "2" for Engineering. Once the customer pressed "1" or "2", the second step would then ask the customer to press "1" for Cost Accounting, "2" for Disbursement Accounting, and so on.
[4]   One MIS Data Link is required for each supervisor's workstation.

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(M)   Material moved from Page 27.1.5, Section A12.   (M)