DOCKET NO. 930488-TL

REQUEST TO ESTABLISH DOCKET

Date May 17, 1993

1. Division Name/Staff Name Communications

2. OPR Boyd

3. OCR

4. Suggested Docket Title Request for approval of tariff filing to offer CentraNet

Automatic Call Distribution (ACD)/ ACD - Management Information System (ACD/MIS) by

GTE Florida Incorporated. (T-93-237, filed 5/10/93)

5. Suggested Docket Mailing List (attach separate sheet if necessary)

   A. Parties (provide names of regulated companies; provide names and addresses of nonregulated companies; provide names, addresses, and affiliation (i.e., attorney, company liaison officer, or customer) of individuals)

   GTE Florida Incorporated   TL 740

   B. Interested Persons/Companies (Provide names, complete mailing addresses, and affiliation. Use abbreviation from list below if Interested Persons should include all regulated companies in one or more industries.)

REGULATED INDUSTRIES

_____ Investor-Owned Electrics	(EI)	_____ Local Exchange Telephone Cos.	(TL)
_____ Electric Cooperatives	(EC)	_____ Interexchange Telephone Cos.	(TI)
_____ Municipal Electrics	(EM)	_____ Coin-Operated Telephone Cos.	(TC)
_____ Gas Utilities	(GU)	_____ Shared Tenant Telephone Cos.	(TS)
_____ Wastewater Utilities	(SU)	_____ Alternate Access Vendors	(TA)
_____ Water Utilities	(WU)		

6. Check One:

   xxxxx Documentation attached.

   _____ Documentation will be provided with recommendation.

PSC/RAR 10   (Revised 04/89)

**GTE Telephone Operations
South Area**

One Tampa City Center
Post Office Box 110, MC 616
Tampa, Florida 33601-0110

RECEIVED

˙ ˙ ˙ ˙U 1993

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida   32399-0865

CMU

May 10, 1993

Dear Mr. D'Haeseleer:

Enclosed are four copies of the following pages from our General Services
Tariff:

<u>Section A12</u>

6th Revised Contents Page 1
1st Revised Page 75
Original Pages 76 through 79

This tariff filing offers a new service entitled CentraNet^R Automatic Call
Distribution (ACD)/Automatic Call Distribution - Management Information
System (ACD/MIS). CentraNet^R ACD is a central office-based service which
allows incoming calls to be efficiently managed among agents in a call
center.   With CentraNet^R ACD, incoming calls are allocated and equally
distributed to available agents, based on call parameters defined by the
customer.

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

It would be appreciated if you would handle this filing with the Commission-
ers and members of the Staff, as appropriate, for approval.

GTE Florida Incorporated
GTE South Incorporated
A part of GTE Corporation

Mr. Walter D'Haeseleer, Director
Page 2

Acknowledgement, date of receipt, and authority number of this filing are
requested. A duplicate letter of transmittal is enclosed for this purpose.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard
Regional Director - Regulatory
and Industry Affairs

BYM:ko
Enclosures

FLORIDA
CENTRANET ACD/MIS
TABLE OF CONTENTS

CentraNet Automatic Call Distribution(ACD)/
Automatic Call Distribution-Management Information System(ACD-MIS)
CentraNet Optional System Feature
[5ESS Switch Technology-Florida]

GENERAL

1. CentraNet 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.

2. CentraNet Automatic Call Distribution can be enhanced with the extensive call handling and management capability of the Automatic Call Distribution-Management Information System (MIS). The Management Information System Data Link contains real-time call information that is forwarded to a Management Information System (MIS) located in the 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.

FEATURES
1. Basic ACD Feature Package
   - 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
   - Direct Agent Access
   - Emergency Alert
   - Enhanced Incoming Call Alerting
   - Interposition Conference
   - Music on Hold
   - Position Release with Disconnect
   - Service Assistant Capabilities
   - Speed Call
   - Standard Announcements

1

2. Advanced ACD/MIS Features
   - Call Prompts
   - Call Vectoring
     which includes:
     a) Answer Supervision Control
     b) Music on Queue
   - Customized Announcements
   - Management Information System (MIS) Data Link
     which includes:
     a) Delay Treatment
     b) Fold Down
     c) Interflow Control
     d) Intraflow Control
     e) Overload Control
     f) Queue Control

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

Line	Description	Value
1	BASIC ACD FEATURE PACKAGE SUMMARY:	
2		
3	Getting Started Cost	$20.86
4		
5	CCS Cost	0.26
6		
7	Packet and Call Cost	$10.93
8		
9	Minimum Line Cost	N/A
10		
11	Feature Related Hardware	$142.04
12		
13	Memory Cost	N/A
14		------------
15	Total SCIS Resource Cost	$174.09
16	Sum (L3...L13)	
17		
18	Digital Switching Annual Charge Factor	39.95%
19		
20	Investment Monthly Cost	$5.80
21	(L15 x L18)/12	
22		
23	Software RTU	$487.50
24		
25	10 Year Annuity For Software @ 9.50%	0.0129398
26		
27	Software Monthly Cost	$6.31
28	(L23 x L25)	
29		
30	Total Monthly Cost Per ACD Line	$12.10
31	(L20 + L27)	
32		
33	Proposed Monthly Rate Per ACD Line	$24.50
34		
35	Database Configuration Time in Hours	40
36	Database Labor Rate Per Hour	$25.74
37		
38	Total Non-Recurring Cost Per ACD Group	$10.30
39	(L35 x L36)/100 ACD Groups	
40		
41	Proposed Non-Recurring Rate Per ACD Group	$50.00

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE


```
 1 ACCESS TO AUTOMATIC ROUTE SELECTION:
 2
 3 Getting Started Cost                        $2.92
 4
 5 CCS Cost                                    N/A
 6
 7 Packet and Call Cost                        $1.08
 8
 9 Minimum Line Cost                           N/A
10
11 Feature Related Hardware                    N/A
12
13 Memory Cost                                 N/A
14
15 Total SCIS Resource Cost                    $4.00
```

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

```
 1 ACTIVATE/DEACTIVATE POSITION:
 2 POSITION RELEASE WITH DISCONNECT:
 3
 4 Getting Started Cost                          $0.49
 5
 6 CCS Cost                                      N/A
 7
 8 Packet and Call Cost                          $0.11
 9
10 Minimum Line Cost                             N/A
11
12 Feature Related Hardware                      N/A
13
14 Memory Cost                                   N/A
15
16 Total SCIS Resource Cost                      $0.60
```

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

```
 1 AGENT ALERTING AND CALL ORIGINATION IDENTIFICATION:
 2 AUTOMATIC CALL DISTRIBUTION:
 3 CALL QUEUING:
 4
 5 Getting Started Cost                         $16.27
 6
 7 CCS Cost                                     N/A
 8
 9 Packet and Call Cost                         N/A
10
11 Minimum Line Cost                            N/A
12
13 Feature Related Hardware                     N/A
14
15 Memory Cost                                  N/A
16
17 Total SCIS Resource Cost                     $16.27
```

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

```
 1  AGENT EVENT CODES:
 2
 3  Getting Started Cost                          N/A
 4
 5  CCS Cost                                      N/A
 6
 7  Packet and Call Cost                        $0.61
 8
 9  Minimum Line Cost                             N/A
10
11  Feature Related Hardware                      N/A
12
13  Memory Cost                                   N/A
14
15  Total SCIS Resource Cost                    $0.61
```

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

```
 1  AGENT MONITORING WITH INTERRUPT:
 2
 3  Getting Started Cost                         $0.16
 4
 5  CCS Cost                                     $0.03
 6
 7  Packet and Call Cost                         $7.57
 8
 9  Minimum Line Cost                            N/A
10
11  Feature Related Hardware                     $0.67
12
13  Memory Cost                                  N/A
14
15  Total SCIS Resource Cost                     $8.43
```

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

1	CALL HOLD INCOMING/OUTGOING:	
2	MUSIC ON HOLD:	
3		
4	Getting Started Cost	$0.09
5		
6	CCS Cost	N/A
7		
8	Packet and Call Cost	$0.12
9		
10	Minimum Line Cost	N/A
11		
12	Feature Related Hardware	N/A
13		
14	Memory Cost	N/A
15		
16	Total SCIS Resource Cost	$0.21

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

```
 1 CALL TRANSFER INTERNAL/EXTERNAL:
 2 EMERGENCY ALERT:
 3 INTERPOSITION CONFERENCE:
 4 SERVICE ASSISTANT CAPABILITIES:
 5
 6 Getting Started Cost                              $0.53
 7
 8 CCS Cost                                          $0.24
 9
10 Packet and Call Cost                              $0.59
11
12 Minimum Line Cost                                 N/A
13
14 Feature Related Hardware                          $1.25
15
16 Memory Cost                                       N/A
17
18 Total SCIS Resource Cost                          $2.62
```

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

1	CALL WAITING INDICATION:	
2		
3	Getting Started Cost	$0.00009
4		
5	CCS Cost	N/A
6		
7	Packet and Call Cost	$0.00026
8		
9	Minimum Line Cost	N/A
10		
11	Feature Related Hardware	N/A
12		
13	Memory Cost	N/A
14		
15	Total SCIS Resource Cost	$0.00035

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

1 CONFERENCE AND TRANSFER ON OUTBOUND CALLS:
2
3 Getting Started Cost $0.30566
4
5 CCS Cost   N/A
6
7 Packet and Call Cost $0.86215
8
9 Minimum Line Cost   N/A
10
11 Feature Related Hardware $68.47
12
13 Memory Cost   N/A
14
15 Total SCIS Resource Cost $69.64

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

```
 1 DIRECT AGENT ACCESS:
 2
 3 Getting Started Cost                     $0.08053
 4
 5 CCS Cost                                    N/A
 6
 7 Packet and Call Cost                     $0.00036
 8
 9 Minimum Line Cost                           N/A
10
11 Feature Related Hardware                    N/A
12
13 Memory Cost                                 N/A
14
15 Total SCIS Resource Cost                   $0.08
```

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
BASIC ACD FEATURE PACKAGE

1	STANDARD ANNOUNCEMENTS:	
2		
3	Direct Costs	$1,675.50
4		
5	Investment Cost	$1,675.50
6		
7	Digital Switching Annual Charge Factor	39.95%
8		
9	Total Resource Cost Per Standard Announcement	$55.78
10	(L5 x L7)/12	

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
ADVANCED ACD-MIS FEATURE

1	CALL PROMPTS:	
2		
3	Getting Started Cost	$91.70
4		
5	CCS Cost	N/A
6		
7	Packet and Call Cost	$123.49
8		
9	Minimum Line Cost	N/A
10		
11	Feature Related Hardware	$1,804.64
12		
13	Memory Cost	N/A
14		------------
15	Total SCIS Resource Cost	$2,019.82
16	Sum (L3...L13)	
17		
18	Digital Switching Annual Charge Factor	39.95%
19		
20	Investment Monthly Cost	$67.24
21	(L15 x L18)/12	
22		
23	Software RTU	$4,000.00
24		
25	10 Year Annuity For Software @ 9.50%	0.0129398
26		
27	Software Monthly Cost	$51.76
28	(L23 x L25)	
29		
30	Total Monthly Cost Per Step	$119.00
31	(L15 + L27)	
32		
33	Proposed Monthly Rate Per Step	$150.00
34		
35	Database Configuration Time in Hours	2.50
36	Database Labor Rate Per Hour	$25.74
37		
38	Total Non-Recurring Cost Per Step	$64.35
39	(L35 x L36)	
40		
41	Proposed Non-Recurring Rate Per Step	$100.00

```
FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
ADVANCED ACD-MIS FEATURE


 1 CALL VECTORING:
 2
 3 Getting Started Cost                                    $150.70
 4
 5 CCS Cost                                                    N/A
 6
 7 Packet and Call Cost                                    $147.98
 8
 9 Minimum Line Cost                                           N/A
10
11 Feature Related Hardware                                  $0.00
12
13 Memory Cost                                                 N/A
14                                                     ------------
15 Total SCIS Resource Cost                                $298.68
16 Sum (L3...L13)
17
18 Digital Switching Annual Charge Factor                   39.95%
19
20 Investment Monthly Cost                                   $9.94
21 (L15 x L18)/12
22
23 Software RTU                                         $12,000.00
24
25 10 Year Annuity For Software @ 9.50%                  0.0129398
26
27 Software Monthly Cost                                   $155.28
28 (L23 x L25)
29
30 Total Monthly Cost Per ACD Line                           $8.26
31 (L15 + L27)/20 Agents
32
33 Proposed Monthly Rate Per ACD Line                      $10.00
34
35 Database Configuration Time in Hours                       2.50
36 Database Labor Rate Per Hour                             $25.74
37
38 Total Non-Recurring Cost Per ACD Group                   $64.35
39 (L35 x L36)
40
41 Proposed Non-Recurring Rate Per ACD Group               $100.00
```

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
ADVANCED ACD/MIS FEATURE

1	CUSTOMIZED ANNOUNCEMENTS:	
2		
3	Direct Costs	$1,200.00
4		
5	Investment Cost	$1,200.00
6		
7	Digital Switching Annual Charge Factor	39.95%
8		
9	Total Monthly Cost Per Announcement	$39.95
10	(L5 x L7)/12	
11		
12	Proposed Monthly Rate Per Announcement	$50.00
13		
14	Database Configuration Time in Hours	1
15	Database Labor Rate Per Hour	$25.74
16	Direct Costs	$465.50
17		
18	Total Non-Recurring Cost Per Announcement	$491.24
19	((L14 x L15) + L16)	
20		
21	Proposed Non-Recurring Rate Per Announcement	$510.00

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
ADVANCED ACD/MIS FEATURE

```
 1 CUSTOMIZED ANNOUNCEMENTS PER ANNOUNCEMENT CHANGE:
 2
 3 Direct Costs                                               $150.00
 4
 5 Database Configuration Time in Hours                          0.15
 6 Database Labor Rate Per Hour                               $25.74
 7
 8 Total Resource Cost Per Announcement Change                $153.86
 9 (L3+(L5 x L6))
10
11 Proposed Non-Recurring Rate Per Announcement Change        $160.00
```

FLORIDA
CENTRANET ACD/MIS
RATE DEVELOPMENT
ADVANCED ACD/MIS FEATURE

1 MANAGEMENT INFORMATION SYSTEM (MIS) DATA LINK:	
2	
3 Getting Started Cost	$84.12
4	
5 CCS Cost	$63.93
6	
7 Packet and Call Cost	$3.55
8	
9 Minimum Line Cost	N/A
10	
11 Feature Related Hardware	$61,521.93
12	
13 Memory Cost	N/A
14	------------
15 Total SCIS Resource Cost	$61,673.53
16 Sum (L3...L13)	
17	
18 Digital Switching Annual Charge Factor	39.95%
19	
20 Investment Monthly Cost	$2,053.21
21 (L15 x L18)/12	
22	
23 Software RTU	$15,620.00
24	
25 10 Year Annuity For Software @ 9.50%	0.0129398
26	
27 Software Monthly Cost	$202.12
28 (L23 x L25)	
29	
30 Total Monthly Cost Per MIS Data Link	$56.38
31 (L20 + L27)/40 Supervisors	
32	
33 Proposed Monthly Rate Per MIS Data Link	$75.00
34	
35 Database Configuration Time in Hours	15
36 Database Labor Rate Per Hour	$25.74
37	
38 Total Non-Recurring Cost Per MIS Data Link	$9.65
39 (L35 x L36)/40 Supervisors	
40	
41 Proposed Non-Recurring Rate Per MIS Data Link	$25.00

FLORIDA
COST/REVENUE ANALYSIS
CENTRANET ACD/MIS

Forecast

	Year 1	Year 2	Year 3	Year 4	Year 5
Basic ACD	1366	1679	2077	2397	2758
Cost: Basic ACD	$198,343.20	$243,790.80	$301,580.40	$348,044.40	$400,461.60
Revenue: Basic ACD	$401,604.00	$493,626.00	$610,638.00	$704,718.00	$810,852.00
Contribution: Basic ACD	$203,260.80	$249,835.20	$309,057.60	$356,673.60	$410,390.40

Note:
Cost = (element cost * total forecasted elements * 12)
Revenue = (element rate * total forecasted elements * 12)
Contribution = Revenue - Cost

FLORIDA
COST/REVENUE ANALYSIS
CENTRANET ACD/MIS

Forecast

	Year 1	Year 2	Year 3	Year 4	Year 5
Call Prompts	121	148	183	205	230
Cost: Call Prompts	$172,788.00	$211,344.00	$261,324.00	$292,740.00	$328,440.00
Revenue: Call Prompts	$217,800.00	$266,400.00	$329,400.00	$369,000.00	$414,000.00
Contribution: Call Prompts	$45,012.00	$55,056.00	$68,076.00	$76,260.00	$85,560.00

Note:
Cost = (element cost * total forecasted elements * 12)
Revenue = (element rate * total forecasted elements * 12)
Contribution = Revenue - Cost

FLORIDA
COST/REVENUE ANALYSIS
CENTRANET ACD/MIS

Forecast

	Year 1	Year 2	Year 3	Year 4	Year 5
Call Vectoring	121	148	183	205	230
Cost: Call Vectoring	$11,993.52	$14,669.76	$18,138.96	$20,319.60	$22,797.60
Revenue: Call Vectoring	$14,520.00	$17,760.00	$21,960.00	$24,600.00	$27,600.00
Contribution: Call Vectoring	$2,526.48	$3,090.24	$3,821.04	$4,280.40	$4,802.40

Note:
Cost = (element cost * total forecasted elements * 12)
Revenue = (element rate * total forecasted elements * 12)
Contribution = Revenue - Cost

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FLORIDA
COST/REVENUE ANALYSIS
CENTRANET ACD/MIS

Forecast

	Year 1	Year 2	Year 3	Year 4	Year 5
Customized Announcements	35	43	54	61	69
Cost: Customized Announcements	$16,779.00	$20,614.20	$25,887.60	$29,243.40	$33,078.60
Revenue: Customized Announcements	$21,000.00	$25,800.00	$32,400.00	$36,600.00	$41,400.00
Contribution: Customized Announcements	$4,221.00	$5,185.80	$6,512.40	$7,356.60	$8,321.40

Note:
Cost = (element cost * total forecasted elements * 12)
Revenue = (element rate * total forecasted elements * 12)
Contribution = Revenue - Cost

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FLORIDA
COST/REVENUE ANALYSIS
CENTRANET ACD/MIS

Forecast

	Year 1	Year 2	Year 3	Year 4	Year 5
MIS Data Link	35	43	54	61	69
Cost:					
MIS Data Link	$23,679.60	$29,092.08	$36,534.24	$41,270.16	$46,682.64
Revenue:					
MIS Data Link	$31,500.00	$38,700.00	$48,600.00	$54,900.00	$62,100.00
Contribution:					
MIS Data Link	$7,820.40	$9,607.92	$12,065.76	$13,629.84	$15,417.36

Note:
Cost = (element cost * total forecasted elements * 12)
Revenue = (element rate * total forecasted elements * 12)
Contribution = Revenue - Cost

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EXHIBITS

FLORIDA
CENTRANET ACD/MIS
LEVELIZED FILL FACTOR (LFF)
EXHIBIT 1

	COST OF MONEY	9.50%
YEAR	AVERAGE YEARLY IN SERVICE	PRESENT WORTH
1	1,366	1,247.49
2	1,679	1,400.30
3	2,077	1,581.96
4	2,397	1,667.29
5	2,758	1,751.96
6	0	0.00
7	0	0.00
8	0	0.00
9	0	0.00
10	0	0.00
11	0	0.00
12		0.00
13		0.00
14		0.00
15		0.00
16		0.00
17		0.00
18		0.00
19		0.00
20		0.00

SUM OF PRESENT WORTHs   7648.998

TOTAL CAPACITY =   2758
LIFE =   5   PRESENT WORTH OF ANNUITY 10589.917

LEVELIZED FILL FACTOR   72.23%

LEVELIZED UNITS   2758   x   72.23%   =   1992.0775

LFF AGENTS   1992
LFF ACD GROUPS   1992/20 AGENTS PER GROUP = 100
LFF SUPERVISORS   1992/50 AGENTS PER SUPERVISOR = 40

T-93-237

FLORIDA
CENTRANET ACD/MIS
FINANCIAL PARAMETERS
EXHIBIT 2

```
 1 Digital Switching Equipment
 2
 3     Depreciation                       0.0323
 4     Cost of Money                       0.095
 5     Composite Income Tax               0.0167
 6     Ad Valorem Tax                     0.0123
 7     Other Taxes                         0.006
 8     Plant Specific Expense             0.1058
 9     Plant Non-Specific Expense         0.0271
10     Customer Operations Expense        0.0386
11     Corporate Operations Expense        0.046
12     Miscellaneous Expense              0.0197
13
14
15 Annual Charge Factor                            39.95%
```

SCIS COST MODEL
EXHIBIT 3

Bellcore's SCIS pricing model is used to develop incremental costs. Composite office traffic data and area specific financial factors were utilized to develop base office costs.

SCIS is an interactive computer system that uses a set of assumptions and algorithms to determine the basic switching investments for a particular type of switching system. Average unit costs are used for costing vertical services and features. SCIS uses a Model Office Equation (MOE) based on traffic engineering inputs from the specific central office switch in a particular jurisdiction. The MOE produces outputs that are the basic costs of the switch. The Model Office Outputs (MOO) include getting started cost per millisecond, cost per line CCS, minimum cost per line, and excess CCS capacity cost. Getting started cost components include processing units, maintenance and testing equipment, frames, alarms and AC power. Memory recovers the cost associated with the storage of permanent and temporary memory words. If applicable, feature related hardware recovers additional resource costs for the particular feature. The MOO, memory costs, data table units, and hardware costs are used in conjunction with feature specific usage inputs to develop total costs for a service or feature.

SCIS provides cost estimates for new services and feature cost studies required for tariff filing activities. The SCIS methodology includes the process, the adjustments and the techniques required to construct a switching system cost model. The model office aggregates the hardware into coefficients and/or exponents that are used to develop a model office for a particular jurisdiction. The overall objective of SCIS is to have the total investment of the office come as closely as possible to the vendor's list price. Once the switch is partitioned, a model office equation is developed and executed. The output is compared against the vendor's traffic engineering program for accuracy and averages approximately + or - 2% for analog switches, and + or - 1% for digital switches. It is a matter of procedure that the models are validated every time they are updated. The models are double checked against the vendor's engineering model.

The characteristics of the central office being studied in question (i.e., number of lines, traffic usage statistics, right-to-use fees, etc.) are inputs into the SCIS model. The model takes these inputs and computes traffic and nontraffic sensitive investments. It computes the investment needed to process both intraoffice and network calls.

The SCIS was also used to determine the investment needed to provide the features being proposed in this case.

GTE FLORIDA
INCORPORATED

GENERAL SERVICES TARIFF

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Canceling 4th Revised Page 1

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

T-93-237
PAGE NO.

CONTENTS

® - Registered Trademark of GTE

A12.9 CentraNet® Customer Moves and Changes (CMAC) (Continued) (N)

.4 Rates and Charges

a. The following rates are applicable for CentraNet® Customer Moves and Changes (CMAC). These rates are on a per account basis.

Line Size		GSEC	Nonrecurring Charge	GSEC	Monthly Rate
(1.)	1 - 100 Lines	CMAC1NRC	$ 190.00	CMAC1	$140.00
(2.)	101 - 200 Lines	CMAC2NRC	350.00	CMAC2	180.00
(3.)	201 - 500 Lines	CMAC5NRC	800.00	CMAC5	265.00
(4.)	501 - 1,500 Lines	CMAC15NRC	1,850.00	CMAC15	435.00
(5.)	1,501 + Lines	CMACOV15NRC	3,500.00	CMACOV15	655.00

A12.10 CentraNet® Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (N)

.1 General

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

b. CentraNet® 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® Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.

f. GTE 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 GTE 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® ACD/MIS Data Link Feature. (N)

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.10 CentraNet® Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (N)
(ACD/MIS) (Continued)

.3 Features

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
- Direct Agent Access
- Emergency Alert
- Enhanced Incoming Call Alerting
- Interposition Conference
- Music on Hold
- Position Release with Disconnect
- Service Assistant Capabilities
- Speed Call
- Standard Announcements

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

- Call Prompts
- Call Vectoring, which includes:
  (1.) Answer Supervision Control
  (2.) Music on Queue
- Customized Announcements
- 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. (N)

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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

.4 Definition of Features (Continued)

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.

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

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.

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.

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.   (N)

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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

.4 Definition of Features (Continued)

b. Advanced CentraNet[R] ACD/MIS Features

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.

Customized Announcements - Announcements to callers in queue that advise them of answering delays. The announcements are Company-provided and located in the central office. The Call Vectoring feature is required.

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 pre-determined control levels. The customer can modify the ACD parameters and assignments, and control the treatment received by delayed callers.

.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 (a maximum of 20 agents can be in each ACD group) and a monthly recurring charge that will be applied on a per ACD line basis.

(2.)

	GSEC	Nonrecurring Charge	GSEC	Monthly Rate
Basic CentraNet[R] ACD Feature Package, Nonrecurring Charge, per ACD Group	CENACDNRC	$ 50.00	-	-
Monthly Rate, per ACD Line [1]	-	-	CENACD	$24.50

Note 1: Monthly rate includes the ACD line rate.

(N)

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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

   .5 Rates and Charges (Continued)

      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	GSEC	Monthly Rate
Advanced CentraNet[R] ACD/MIS Features:				
Call Prompts[1], per Step[2]	CENACDCPNRC	$100.00	CENACDCP	$150.00
Call Vectoring,				
Nonrecurring Charge, per ACD Group	CENACDCVNRC	100.00	.	.
Monthly Rate, per ACD Line	.	.	CENACDCV	10.00
Customized Announcements[1]				
Per Announcement	CENACDCANRC	510.00	CENACDCA	50.00
Per Announcement Change	CENACDCACNRC	160.00	.	.
Management Information System				
Data Link, per Link[3]	CENACDMISNRC	25.00	CENACDMIS	75.00

Note 1: Customer must subscribe to Call Vectoring.

Note 2: 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.

Note 3: One MIS Data Link is required for each supervisor's workstation.   (N)

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