

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

**EXCHANGE AND NETWORK
SERVICES
UTAH**

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(A.L. 2017-P10)

Effective: 7-20-2017

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

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109.4.4 UNIFORM CALL DISTRIBUTION

A. Description

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

B. Optional Features

Queuing

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

Delay Announcement

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

Music on Queue

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

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109.4 CALL MANAGEMENT SYSTEMS

109.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)

(T)(M)

C. Terms and Conditions

1. UCD and its associated options will only be provided where adequate and suitable CO facilities exist.
2. The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
3. Lines terminating in a UCD system must be arranged for Hunting Service as specified in 5.4.11. UCD is not compatible with circular or preferential list hunt.
4. The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy, must have two queue slots in the queue group.
5. The music on queue option requires a Voice Grade Circuit between the serving central office and a customer-provided music source at the customer's premises.
6. The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

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109.4 CALL MANAGEMENT SYSTEMS

109.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)

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D. Rates and Charges

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

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Uniform Call Distribution			
- Per multiline hunt group	UMHPG, UHBPB	\$24.00	–
- Per line in multiline hunt group	UMH, UHB	[1]	\$1.92
• Queuing			
- Per queue group	UQGPG, UQBPG	91.20	–
- Per queue slot in group	UQGPG, UQBPG	–	5.76

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[1] Regular nonrecurring charges apply for each line installed in or added to a Multiline Hunt Group as specified elsewhere.

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109.4 CALL MANAGEMENT SYSTEMS
109.4.4 UNIFORM CALL DISTRIBUTION
D.1. (Cont'd)

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	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Delay Announcement			
- Customer specific announcement			
- Per announcement - includes first announcement trunk	URA1X, URB1X	\$288.00	\$144.00
- Each additional announcement trunk	URAAX, URBAX	24.00	14.40
- Standardized announcement			
- Per announcement in announcement sequence	UDA, UEB	124.80	14.40
- Per queue slot in group	UDAPQ, UEBPQ	-	8.64

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109.4 CALL MANAGEMENT SYSTEMS
109.4.4 UNIFORM CALL DISTRIBUTION
D.1. (Cont'd)

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	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Music on Queue			
- Music Distribution Amplifier			
- Per queue slot	MUW, MUA	\$15.00	-
- Up to 23 queue slots	MUW1X, MUA1X	-	\$225.60
- 23 to 66 queue slots[1]	MUW2X, MUA2X	-	86.40
- Connecting channel between the serving CO common equipment and the music source on the customer premises	N/A	[2]	[2]

[1] In addition, apply rates and charges for USOC MUW1X OR MUA1X.

[2] Apply rates and charges for appropriate Voice Grade Circuit.

(M) Material moved from Section 9, Page 125.

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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS
109.4.4 UNIFORM CALL DISTRIBUTION
D. Rates and Charges (Cont'd)

(T)(M)

2. Changes

	USOC	NONRECURRING CHARGE	
• Change in quantity of queue slots in queue group, per group	REAAF	\$ 52.80	
• Change in content of customer specific announcement	REAAG	192.00	
• Change from or to ringing, silence or music after announcement, change in amount of time calls are held in queue or change in amount of time between announcements	REAAH	52.80	(M)

(M) Material moved from Section 9, Page 126.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS (Cont'd)

(T)(M)

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

A. Description

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

(M)

(M) Material moved from Section 9, Page 127.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

(T)(M)

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

A. Description (Cont'd)

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

- a. Type A Agent Positions

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

Level I

Call Forwarding and Speed Call (Short List).

Level II

All Level I features plus Call Forward - Busy Line, Call Forward - Don't Answer, Conference Calling (6-Way) Speed Call (Long List) and Last Number Redial.

Level III

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

- b. Type C Agent Positions

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

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

(M) Material moved from Section 9, Page 128.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

(T)(M)

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

A. Description (Cont'd)

6. Basic CO-ACD

a. System Features

Abandoned Call Clearing

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

Agent Queue

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

Automatic Overflow

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

Automatic Priority Promotion

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

Call Delay Announcements

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

(M)

(M) Material moved from Section 9, Page 129.

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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

A.6.a. (Cont'd)

(T)(M)

Call Processing Control

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

CO-ACD Directory Numbers

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

Incoming Call Queue

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

Night Service

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

Ring Threshold

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

Threshold Routing

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

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(M) Material moved from Section 9, Page 130.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

A.6. (Cont'd)

b. Agent Features

Call Hold

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

Call Transfer/Three Way Calling

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

Login and Logout

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

Make Set Busy

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

Not Ready

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

Toll Restriction

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

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(M) Material moved from Section 9, Page 131.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

A.6. (Cont'd)

c. Supervisor Features

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

Agent Status Display

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

Answer Agent

Permits the supervisor to answer calls from agents.

Call Agent Key

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

Display Queue Status

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

Enhanced Agent Observe

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

Forced Agent Availability

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

Multi-Stage Queue Status Display

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

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(M) Material moved from Section 9, Page 132.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

A.6.c. (Cont'd)

Status of Secondary Directory Numbers

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

Toll Restriction

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

d. Optional Features

Group Reconfiguration/Team Status Interface

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

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

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

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

(M)

(M) Material moved from Section 9, Page 133.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

A. Description (Cont'd)

7. Deluxe CO-ACD

a. System Features

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

Call Forcing

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

Call Source Identification

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

Controlled Interflow

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

Line-of-Business Code

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

Management Reports for Call Hold and Call Transfer

Provides information relating to agent activation of Call Hold and Call Transfer.

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(M) Material moved from Section 9, Page 134.

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109.4 CALL MANAGEMENT SYSTEMS

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

A.7.a. (Cont'd)

Music on Delay in Queue

Connects incoming callers in a queue to a customer provided music source while waiting for an available agent.

Night Recorded Announcement and Forward

Presents after hours callers with a special announcement that will indicate that their call is being forwarded to a location where calls can be answered.

Overflow Enhancement

Allows the customer to program up to four CO-ACD groups as potential overflow routes prior to a call being rerouted to the final overflow destination.

Overflow of Enqueued Calls

Provides for overflow of calls that have been queued for excessive amounts of time. This feature establishes new overflow thresholds to provide overflow routing for queued calls.

b. Agent Features

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

Call Supervisor

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

Emergency

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

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(M) Material moved from Section 9, Page 135.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

A.7.b. (Cont'd)

Login Password Enhancement

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

Queue Status Display Refresh

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

Walkaway/Closed Key Operation

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

c. Supervisor Features

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

Agent Key

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

Extended Agent Observe

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

Observe Agent/Three-Way Calling

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

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(M) Material moved from Section 9, Page 136.

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Issued: 7-13-2017
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109.4 CALL MANAGEMENT SYSTEMS

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

A.7. (Cont'd)

d. Optional Features

Management Information System (MIS) Interface

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

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

a. Additional Incoming Call Queuing/Queue Slots

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

b. Additional Call Delay Announcements

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

(M)

(M) Material moved from Section 9, Page 137.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

A.8. (Cont'd)

c. Secondary Directory Number (SDN)

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

Level I

Direct inward and outward dialing.

Level II

All Level I features plus Call Forwarding, Speed Call (Short List) and Three-Way Calling/Consultation Hold/Call Transfer.

Level III

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

Level IV

All Level III features plus Call Pickup, Call Waiting, Call Park, Automatic Callback, Conference Calling (Meet Me), Auto Dial, Query Time and Date, Group Intercom, Reason Display, Feature Display and Music On Hold.

d. Queue Status Lamp Interface

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

e. Adjunct Module Translations

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

(M)

(M) Material moved from Section 9, Page 138.

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Issued: 7-13-2017
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109.4 CALL MANAGEMENT SYSTEMS

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

A. Description (Cont'd)

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

a. *ReportPartner*

Provides a set of individual reports comprised of Call Center statistics and data key indicators information to the CO-ACD customer for the purpose of managing their Call Center operation.

(1) Reports

MIS reports are available on a customized basis. Customers may select four reports from a menu of available reports.

(2) Terms and Conditions

- Reports will be delivered to the customer's local fax machine.
- Reports will be available to customers on a daily basis. Summary reports will be provided on a weekly and monthly basis. The summary reports will be included in the daily delivery as needed.
- The company will retain customer *ReportPartner* report data for a period of twelve (12) months after the delivery of each report.
- The customer is required to provide and maintain a local fax machine compatible for use with *ReportPartner*.
- The company reserves all rights to maintain and upgrade the *ReportPartner* as required. This may result in the system being unavailable and/or unable to collect *ReportPartner* data for certain periods of time. When possible, this maintenance will be done during off-peak hours and customers will be notified in advance of scheduled maintenance.

b. *MonitorPartner*

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

(M)

(M) Material moved from Section 9, Page 139.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

A.9.b. (Cont'd)

(1) Service Descriptions

Real-Time Monitor Access Display

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

External Displays

Displays connected to a serial port of the customers remote computer.

System Administration

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

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

Reports

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

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(M) Material moved from Section 9, Page 140.

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Issued: 7-13-2017
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Effective: 7-20-2017

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

A.9.b.(1) (Cont'd)

Load Management

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

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

(2) Terms and Conditions

- The customer is responsible for providing compatible terminal equipment to access the MIS system.
- The customer is required to provide an access line for their remote access connections. The customer is responsible for any long distance charges associated with the access line.
- The Company reserves all rights to maintain and upgrade MonitorPartner as required. This may result in the system being unavailable for certain periods of time. When possible, this maintenance will be done outside of normal business hours (8:00 am to 5:00 pm) and customers will be notified in advance of scheduled maintenance.
- The company will retain customer data for a period of twelve (12) months.
- The company retains rights over exclusive System Administration privileges including user group descriptions, ACD Group to user group alignment, password management, system security, etc.
- The remote access software diskette remains the property of the Company and may not be copied or distributed in any manner without Company's written permission. Upon discontinuance of MonitorPartner, the customer must return the remote access software diskette to the Company.

(M)

(M) Material moved from Section 9, Page 141.

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109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) (Cont'd)

(T)(M)

B. Terms and Conditions

1. CO-ACD Service is available only where adequate and suitable facilities exist.
2. Customers must furnish compatible premises equipment.
3. Temporary suspension, either full or partial, of CO-ACD Service is not permitted.
4. Agent or supervisor positions provided outside of the serving central office area of the CO-ACD System are subject to FX or FCO charges as specified in the Private Line Transport Services Price List.
5. Type C CO-ACD Agent or Supervisor positions terminating in an Electronic Set are subject to distance and technical limitations based upon the distance from the customer's premises to the central office. These limitations will be determined on a customer by customer basis.
6. The Music on Hold and Music on Delay in Queue features require that the music source be provided at the customer's premises. A Voice Grade Channel from the central office to the customer's premises and a Music Interface are required to make either or both of these features operational.
7. Intercept Service will be provided pursuant to the terms of that service. See 5.8.4.

(M)

(M) Material moved from Section 9, Page 142.

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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) (Cont'd)

(T)(M)

C. Rates and Charges

1. The rates and charges for CO-ACD Service are in addition to the regular rates and charges for the services with which it is associated.
2. CO-ACD Service is available on a month-to-month basis for customers subscribing to 20 or less positions. Rate stabilized rates for periods of from 12 months to 10 years are also available. Customers subscribing to more than 20 positions are required to subscribe to this service on a rate stabilized basis, only.
3. The month to month minimum period is one month.
4. A customer must subscribe to and maintain a minimum of five CO-ACD Service positions per CO-ACD system.
5. End User Common Line rates as specified in the Interstate Access Service Tariff apply to each agent and supervisor position in the CO-ACD system.
6. Network Access Register needs, if any, will be determined on a customer by customer basis. Network Access Registers are provided at rates and charges as specified elsewhere.
7. Rates and charges for the Agent/Supervisor positions will be charged according to the number of positions per location. Each different location will begin with the 1-20 position charges. The positions between 21-50 will have different rates and charges. Positions for 51 and over will be charged according to the distance of the position from the serving central office, in quarter mile increments.
8. A Digital Facility Interface and terminating arrangement needs, if required, will be determined on a customer by customer basis. The Digital Facility Interface and terminating arrangements are provided at rates and charges as specified elsewhere.
9. If the customer chooses not to activate all of the system, agent or supervisor features at the time the CO-ACD Service is installed, and then subsequently requests activation, a System Re-arrangement and/or line charge(s) will apply as specified in C.15.

(M)

(M) Material moved from Section 9, Page 143.

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Issued: 7-13-2017
(A.L. 2017-P10)

Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

C. Rates and Charges (Cont'd)

10. The System Group Name Charge applies when after the system initially is installed, the customer requests the Company change the software in the switch or server to accommodate a customer requested Group Name Change.
11. Rate Stability Plan (RSP)
 - a. The Rate Stability Plan (RSP) is an arrangement whereby customers who agree to continue to subscribe to certain services for a designated period of time are guaranteed against Company initiated changes in the monthly rates for that service during the designated period.
 - b. Movement, rearrangement or other subsequent action on any customer services shall be subject to applicable nonrecurring charges.
 - c. All new positions installed under the Rate Stability Plan are subject to applicable nonrecurring type charges as specified herein. Rate Stability for all service and facilities provided under the RSP terminate simultaneously.
 - d. After the Service Date, if a Rate Stabilized customer removes, in whole or in part, CO-ACD Positions to a level that is less than 60% of the initial number of CO-ACD Positions, a termination charge may apply, as specified in 2.2.14.C.
 - e. Customers subscribing to the RSP shall be subject to the Termination Liability/Waiver Policy as set forth in 2.2.14.C.

(M)

(M) Material moved from Section 9, Page 144.

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Issued: 7-13-2017
(A.L. 2017-P10)

Effective: 7-20-2017

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

C. Rates and Charges (Cont'd)

12. Month-to-Month rates and charges are as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Service Establishment, per CO-ACD System	SESPS	\$2,880.00	-
b. Basic CO-ACD			
• Positions 1-20 Lines			
- Type A/C Agent, Supervisor, each[1]	AKKAM CKWAM CKWCM	76.80	\$36.62
• Group Reconfiguration/Team Status Interface, per interface[2]	NGVXM	17.28	9.31
c. Deluxe CO-ACD			
• Positions 1-20 Lines			
- Type A/C Agent, Supervisor, each[1]	AKKBM CKWBM CKWDM	76.80	39.70
• MIS Interface, per interface[2]	NQVXM	17.28	14.83

(M)

[1] The nonrecurring charge applies to the initial installation and subsequent additions.

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

(M) Material moved from Section 9, Page 145.

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(A.L. 2017-P10)

Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

C. Rates and Charges (Cont'd)

13. CO-ACD Rate Stability Plan rates and charges are as follows:

	USOC	NONRECURRING CHARGE	RSP	
a. Service Establishment, per CO-ACD System	SESPS	\$2,880.00	–	
b. Basic CO-ACD				
• Group Reconfiguration/ Team Status Interface, Per interface[1]	NGVXR	17.28	\$7.44	(M)

(T)(M)

(M)

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

(M) Material moved from Section 9, Page 146.

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Effective: 7-20-2017

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

C.13.b. (Cont'd)

USOC

- Type A/C Agent, Supervisor

AKKAR
CKWAR
CKWCR

	NONRECURRING CHARGE[1]	12 TO 35 MONTHS	36 TO 59 MONTHS	60+ MONTHS
Positions				
1 - 20 Lines	\$76.80	\$33.26	\$29.18	\$25.15
21 - 50 Lines	76.80	31.63	27.46	23.66
51 + Lines				
Air Qtr Miles from CO				
1	76.80	28.18	23.95	20.64
2	76.80	28.56	24.29	20.93
3	76.80	28.99	24.62	21.22
4	76.80	29.52	25.06	21.65
5	76.80	29.95	25.44	21.98
6	76.80	30.43	25.87	22.32
7	76.80	31.10	26.40	22.85
8	76.80	31.58	26.78	23.18
9	76.80	32.30	27.36	23.71
10	76.80	33.65	28.51	24.72
11	76.80	34.27	29.04	25.20
12	76.80	36.14	30.58	26.59
13	76.80	37.68	31.87	27.74
14	76.80	38.26	32.35	28.18
15	76.80	39.07	33.02	28.80
16	76.80	41.04	34.66	30.29
17	76.80	41.62	35.18	30.72
18	76.80	42.14	35.57	31.10
19	76.80	42.53	35.90	31.39
20	76.80	45.31	38.26	33.50

[1] The nonrecurring charge applies to the initial installation and subsequent additions.

(M)

(M) Material moved from Section 9, Page 147.

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Effective: 7-20-2017

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

C.13. (Cont'd)

	USOC	NONRECURRING CHARGE	RSP	(T)(M)
c. Deluxe CO-ACD				
• MIS Interface per interface[1]	NQVXR	\$17.28	\$11.86	(M)

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

(M) Material moved from Section 9, Page 148.

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Issued: 7-13-2017
(A.L. 2017-P10)

Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

(T)(M)

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

C.13.c. (Cont'd)

USOC

- Type A/C Agent, Supervisor

AKKBR
CKWBR
CKWDR

	NONRECURRING CHARGE[1]	12 TO 35 MONTHS	36 TO 59 MONTHS	60+ MONTHS
Positions				
1 - 20 Lines	\$76.80	\$36.10	\$31.39	\$26.64
21 - 50 Lines	76.80	33.55	29.33	25.30
51 + Lines				
Air Qtr Miles from CO				
1	76.80	29.81	25.82	22.80
2	76.80	30.19	26.16	23.09
3	76.80	30.62	26.54	23.38
4	76.80	31.15	26.98	23.81
5	76.80	31.58	27.36	24.14
6	76.80	32.06	27.74	24.48
7	76.80	32.74	28.32	25.01
8	76.80	33.22	28.70	25.34
9	76.80	33.89	29.28	25.87
10	76.80	35.28	30.43	26.88
11	76.80	35.90	30.96	27.36
12	76.80	37.78	32.50	28.75
13	76.80	39.31	33.79	29.90
14	76.80	39.89	34.27	30.34
15	76.80	40.70	34.94	30.96
16	76.80	42.67	36.58	32.45
17	76.80	43.25	37.06	32.88
18	76.80	43.73	37.49	33.26
19	76.80	44.16	37.82	33.55
20	76.80	46.94	40.13	35.66

[1] The nonrecurring charge applies to the initial installation and subsequent additions.

(M)

(M) Material moved from Section 9, Page 149.

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Issued: 7-13-2017
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Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

(T)(M)

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

C. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
14. Optional Features				
• Secondary Directory Numbers[1]				
- Level I, each number	FSN1+	\$28.80	\$4.27	\$3.41
- Level II, each number	FSN2+	28.80	4.66	3.79
- Level III, each number	FSN3+	28.80	5.04	4.18
- Level IV, each number	FSN4+	28.80	5.42	4.56
• Type A Agent Position Optional Features[1]				
- Level I, each number	FFP1+	28.80	0.77	0.38
- Level II, each number	FFP2+	28.80	1.54	0.77
- Level III, each number	FFP3+	28.80	2.30	1.15
• Additional Queue Slots, each	AQ4X+	17.28	1.06	0.86
• Additional Call Delay Announcements, each	RKNX+	17.28	7.49	6.00

[1] The nonrecurring charge applies only to new additions and moves, changes and rearrangements subsequent to initial installation.

(M) Material moved from Section 9, Page 150.

(M)

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Issued: 7-13-2017
(A.L. 2017-P10)

Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

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

C.14. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
• Interface to Customer Premises Call Delay Announcements, each[1]	NAVX+	\$17.28	\$12.00	\$10.42
• Music Interface per interface[1,2]	NMVX+	17.28	12.00	10.42
• Queue Status Lamp Interface[1]	NLVX+	17.28	0.67	0.58
• Adjunct Module Translations	C2TX+	17.28	0.72	0.58
15. Enhanced Optional Features				
• <i>ReportPartner</i> , per agent	URXEA	33.60	13.44	13.44
• <i>MonitorPartner</i>				
- Remote Terminal Connection, each[3]	UMC	96.00	72.00	72.00
- 5-20 agents, each	UML1X	33.60	18.24	18.24
- 21-50 agents, each	UML2X	33.60	13.44	13.44
- 51-100 agents, each	UML3X	33.60	8.64	8.64
- 101-250 agents, each	UML4X	33.60	7.68	7.68
- Over 250 agents, each	UML5X	33.60	6.72	6.72

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

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

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

(M) Material moved from Section 9, Page 151.

(M)

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Page 191.40
Release 1

Issued: 7-13-2017
(A.L. 2017-P10)

Effective: 7-20-2017

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109.4 CALL MANAGEMENT SYSTEMS

(T)(M)

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

C. Rates and Charges (Cont'd)

15. Change Charges

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

	USOC	NONRECURRING CHARGE	
• Moves, changes or rearrangements to the Agent or Supervisor line (e.g., add feature to a line or change an Agent position to a Supervisory position, and line changes from Basic to Deluxe), per line	REAAW	\$ 38.40	
• System rearrangement charge for system changes (e.g., Basic to Deluxe), per system change	REAAV	43.20	
• System Group Name Change	REAAU	288.00	(M)

(M) Material moved from Section 9, Page 152.