

**MultiServ Service Line-By-Line Instructions for DMS-100
Form RF-3657**

Reminder!

The Project Notification Form must be submitted prior to the completion and submission of the BellSouth Centrex/UNE P Centrex Ordering Form. For additional information please contact your Account Team/Clec Care.

The MultiServ Service Request Form DMS-100 RF-3657 is the main ordering vehicle for DMS-100 MultiServ service. It is used as a preliminary inquiry to determine if capacity is available. It is then changed to an ordering document if equipment is available and the customer buys the service. The same form is to be used to make revisions after a DMS-100 Centrex system is installed. Sales contact personnel must supply all details required for service through this form. The customer name and listed directory number should be shown on each page of the ordering document. The following fields should be completed on each page of the RF-3657 beginning with page 2: date form is issued, CTX (explained in detail later in this document, and the service order number (for firm order request). Initial installations should be provisioned via BOCS. RF-3657 issuance is required for subsequent installations for Electronic Business Sets (EBS), and UCD arrangements. It is required for initial and subsequent ACD installation.

Note: Attach the LSR Form ,End User Form and DL form (DL Form only applicable when ACT TYPE=N) to this document when you are ready to process the order with your Account Team/CLEC Care representative.

LINE BY LINE INSTRUCTIONS FOR CENTREX REQUEST FORM RF-3657

MULTISERV SERVICE REQUEST - PAGES 1-4

Following is an item by item explanation for the information required on the MultiServ Service Request DMS-100, pages 1-4. Information requested, prior to Item 1, should be completed as follows:

- Check the appropriate square(s) for:
- New Service
 - Order
 - Supplement
 - Conversion
 - Cancellation
 - Special Assembly
 - SCS (Systems Communication Service)
 - TSF (Tandem Switching Feature)

This indicates that a MultiServ system is being ordered. The same sheet may be used, but caution must be exercised to ensure that the entire Order Form is updated from the Proposal Inquiry status to reflect exactly what the customer is ordering.

If a supplement is required, the Supplement square is checked, and the Proposal Inquiry or Order square remains checked to indicate the status of the supplement (e.g., Proposal Inquiry supplement or order supplement).

If a customer converts from a ESSX/Digital ESSX to a DMS-100 MultiServ system, or changes from MultiServ system to MultiServ PLUS, both the conversion square and the order square should be checked.

If New Service is being issued, the Requested Service Date is completed to show the date desired by the customer. If the Order square is checked, the Requested Service Date is completed to show the actual date that service is to be provided and the Service Order number reflecting this date is filled in. Supplements will normally carry one of the dates as described here, unless it is being issued to change the date. If changing the date, the new service date is shown.

- Item 1 - Customer Name - Enter the customer name.
 - Item 2 - Date Issued - Enter the date this form is to be released. This date will remain unchanged for this customer.
 - Item 3 - Date Revised - Enter in this space the release date of this form for any subsequent activity, including orders and supplements.
 - Item 4 - Customer Address (Present) - Enter the present customer address, including city.
 - Item 5 - Type Business - Enter the type business (i.e., motel, newspaper, insurance, etc.)
 - Item 6 - SIC - Enter the customer's SIC Code.
 - Item 7 - Customer Address (Proposed) - Enter the customer's new address, including city, if different from Item 4.
 - Item 8 - Telephone Number (Present) - Telephone Number (Proposed) - Show the customer's present primary listed directory telephone number and proposed telephone number if different.
 - Item 9 - Negotiator - The Negotiator is the Sales representative/AMCC or the Authorized Sales Representative. Fill in the name of the appropriate party. Check the appropriate square for Sales contact personnel. If the Negotiator is a Sales representative, show telephone number to be contacted concerning questions about this customer. If the Negotiator is an Authorized Sales Representative, questions about the customer should go through the VSC contact.
- CLEC Contact/Telephone Number - Show the contact and telephone number to be contacted concerning questions about this customer.

- Item 10 - Customer Contact - Enter the Customer's contact name and TN.
- Item 11 - Present Service - Enter the present serving vehicle, i.e., SL1, Dimension, ESSX-1, Digital ESSX Service, Centrex, etc. Check the appropriate square and fill in the blanks showing the number range the customer presently has.
- Item 12 - Proposed Service - Enter the number of digits required to dial station to station, example 4. Check consecutive number (#) range Yes or No. If No checked, on page 4 list all non-consecutive numbers. If Yes checked, place a check in the appropriate square for MultiServ and fill in the blanks showing proposed number range.
- Check the appropriate block indicating either Standard Common Block or Custom Common block.
- Item 13 - MAS (Multi-Account Service) Check to indicate if this RF-3657 is the Primary or Secondary account.
- Item 14 - Primary/Secondary TNs - Indicate Prim, or Sec and fill in appropriate TNs. For example, if Item 13 indicates Primary then Item 14 will show Sec. And the appropriate TNs. This cross references Primary and Secondary services.
- Item 15 - Total Number of Attachments - Show in the space provided the total number of attachments included with this form.
- Item 16 - Serving Dialtone CLLI - Enter the actual Central Office which provides dialtone for MultiServ.

Item 17 - Centrex Control - If the customer is or will be a subscriber to Centrex Control check the YES square. If not, Check NO.

Item 18 - Local Serving Office (LSO) - Enter the actual Central Office (NXX) that the customer's premises is served from. This is used when the MultiServ dial tone is provided from a FCO (Foreign Central Office).

Forecast of Stations and Lines for Proposal Inquiry:

This section is used for all Proposal Inquiry requests and consists of a forecast of the total stations, Electronic Business Sets (EBS), etc. to be provided with DMS-100 MultiServ service. If the Proposal Inquiry square is checked at the top of this Form, this section must be completed. The information shown here remains unchanged (unless a supplement is issued) until the conclusion of ordering of service for a given customer.

NOTE: THE INTENT OF THIS PAGE IS TO INDICATE THE NEED FOR LOCAL CABLE PAIRS. EXTENSION SERVICE HANDLED VIA INSIDE WIRING IS NOT INDICATED HERE.

Item 19 - Non-EBS Main Stations--On Premises - Use the cut-over column to show the total number of On Premises main stations that are to be installed at the initial cut-over.

Show the number of On Premises main stations forecast for one year after cut-over in the one year column. A two and three year forecast (from the cut-over date) should be shown in the respective columns for On Premises main stations.

Off Premises--Show the total number of Off Premises main stations forecast for cut-over, one year, two years, and three years as outlined for On Premises main stations.

Item 20 - Non-EBS Bridged Links--On Premises - Show the total number of On Premises extension stations. This indicates the need for a cable pair and not extensions handled via inside wire procedures. Enter the same information for Off Premises stations. A two year and three year forecast (from the cut-over date) should be shown in the respective columns for an Off Premises extension station. Attach summary of all DPAs (page 85). Include DPA address, quantity of stations, and distance in airline mileage.

Item 21 - Total Non-EBS Stations - Total each column for Items 18 and 19 and enter in the appropriate space.

Item 22 - Non-EBS Main Stations/Message Waiting Lamp - On Premises - use the cut-over column to show the total number of on-premises Main Stations with Message Waiting Lamp that are to be installed at cut-over. Show the 1, 2, and 3 year forecast in the appropriate space. Show the total number of Off-Premises Main Stations with Message Waiting Lamp forecasted for 1, 2, and 3 years.

- Item 23 - Total Non-EBS Main Stations/Message Waiting Lamp - Total each column for item 21 and enter in the appropriate space.
- Item 24 - Electronic Business Sets (EBS) - On Premises - Use the cut-over column to show the total number of On Premises EBS that are to be cut at the initial cut-over.
- Show the number of On Premises EBS forecast for one year after cut-over in the one year column. A two year and three year forecast (from the cut-over date) should be shown in the respective columns for On Premises EBS.
- Off Premises - Show the total number of Off Premises EBS forecast for cut-over, one year, two years and three years as outlined for On Premises EBS.
- Item 25 - Total EBS - Total each column for Item 24 and enter in the appropriate space.
- Item 26 - ACD EBS - Show the number of Electronic Business Sets associated with the ACD. A one year, two year and three year forecast (from the cut-over date) should be shown in the respective column for ACD EBS. The forecast should be shown by Agent positions and by Supervisor positions.
- Item 27 - ACD EBS (Total) - Total each column for Item 26 and enter in appropriate space.

Item 28 - Multiple Appearance Directory Number (MADN) Groups

A Directory Number (DN) that is assigned to more than one EBS or single line set is called a MADN. The sets that are assigned this DN are known as a MADN Group.

MADN Groups can be comprised of up to 32 members. It is recommended by the company and Northern Telcom Inc. (NTI) that MADN Groups be comprised of no more than 8 members.

MADN groups can be configured in either Multiple Call Arrangements (MCA) or Single Call Arrangements (SCA) with or without Conferencing. The MCA permits multiple simultaneous calls to be active on the MADN, while SCA permits only a single call to be active on the MADN at one time. If you are using single line sets for MADN applications, only one single line set may be included in a MADN and it must be the Primary member of the MADN.

This is not a technical limitation, but a limitation within the Company's operating systems. The systems are not set up to handle multiple Line Equipment Numbers (LEN) with the same DN.

MCA - Use the cut-over column to show the total number of MCAs that are to be cut at the initial cut-over. Show the number of MCAs forecast for one year after cut-over in the one year column. A two year and three year forecast (from the cut-over date) should be shown in the respective column for MCA.

SCA - Use the cut-over column to show the total number of SCAs that are to be cut at the initial cut-over.

SCA with Conferencing - Use the cut-over column to show the total number of SCAs with Conferencing that are to be cut at the initial cut-over.

Show the number of SCAs and SCAs with Conferencing forecast for one year and after cut-over in the one year column. A two year and three year forecast (from the cut-over date) should be shown in the respective columns for SCA and SCA Conferencing.

Item 29 - Total MADN Groups - Total each column for Item 28 and enter in the appropriate space.

Item 30 - Average Number of Members in MADN Groups - Use the cut-over column to show the average number of members in MADN Groups that are to be cut at the initial cut-over.

Show the average forecast for one year and after cut-over in the one year column. A two year and three year forecast (from the cut-over date) should be shown in the respective columns.

Item 31 - MADN Electronic Business Sets (EBS) - Use the cut-over column to show the average number of MADN members per EBS. Enter the same information for the average number of Primary MADN members to ring per EBS and average number of Secondary MADN members to ring per EBS. Show the forecast for one year after cut-over in the one year column. A two year and three year forecast (from the cut-over date) should be shown in the respective columns.

Service Requirements for Orders:

This section (Items 32 thru 44) is used when placing actual orders for new DMS MultiServ service or MultiServ conversions, and when placing actual orders for major additions to existing DMS-100 MultiServ systems. These items should track with the forecast shown in Items 19 thru 31 but do not have to be exactly the same. If new DMS-100 MultiServ service or conversion activity is being ordered, complete the cut-over column. If the order is for existing service, the Exist, Add, Delete and Total columns should be completed. Information previously shown for Items 19 thru 31 should remain on this Form even though the status has changed from Proposal/Inquiry to Order Status.

- Item 32 - Non-EBS Main Stations - On-Premises - Show the total number of On Premises main stations that are to be installed at cut-over on new service orders. On existing service orders, show the total number of On Premises stations that exist, the total that is to be added or deleted, and the new total. Off-Premises - Show the total number of Off Premises main stations and explain the details on page 81 of this form.
- Item 33 - Non-EBS Extension Stations - Show the total number of extensions for both on-premises and off-premises.
- Item 34 - Total Non-EBS Stations - Total Items 32 thru 33 for each column.
- Item 35 - Non-EBS Main Station/Message Waiting Lamp - On Premises - Show the total number of On Premises main stations with Msg. Waiting Lamp that are to be installed at cut-over on new service orders. On existing service orders, show the total number of on Premises stations that exist, the total that is to be added or deleted, and the new total. Off Premises - Show the total number of off Premises main stations/Msg. Waiting Lamp and explain the details on the SLA/DPA, page 81.
- Item 36 - Total Non-EBS Main Stations/Message Waiting Lamp - Total each column for Item 35 and enter in the appropriate space.

- Item 37 - Electronic Business Sets (EBS) - On Premises - Show the total number of On Premises EBS that are to be installed at cut-over on new service orders. On existing service orders, show the total number of On Premises EBS that exist, the total that is to be added or deleted, and the new total. Off Premises - Show the total number Off Premises EBS and explain the details on page 81.
- Item 38 - Total EBS - Total each column for Item 37 and enter in the appropriate space.
- Item 39 - ACD EBS - Show total number EBS required with ACD to be installed at cut-over on new service orders. On existing service orders, show the total number that exist, the total to be added or deleted and the new total. Show the total number of Supervisor positions and Agent positions.
- Item 40 - ACD EBS (Total) - Total each column for Item 39 and enter in appropriate space.
- Item 41 - MADN Groups - MCA, SCA, SCA with Conferencing - Show the total number of MCAs, SCAs and SCAs with Conferencing that are to be installed at cut-over or new service orders. On existing service orders, show the total number of MCAs, SCAs, SCAs with Conferencing that exist, the total that is to be added or deleted, and the new total.
- Item 42 - Total MADN Groups - Total Item 41 for each column.
- Item 43 - Average Number of Members in MADN Groups - Show the total that are to be installed at cut-over on new service orders. On existing service orders, show the total number that exist, the total that is to be added or deleted, and the new total.
- Item 44 - MADN EBS - Show the total number of MADN members per EBS, Number of Primary MADN members to ring per EBS and the Number of Secondary MADN members to ring per EBS that are to be installed at cut-over on new service orders. On existing service orders, show the total number that exist, the total that is to be added or deleted, and the new total.

Item 45 - Customer Group Name (CTX) is shown here to identify location in DMS-100 MultiServ Central Office memory, maximum of 16 characters. The CTX is assigned by and obtained from NISC-CTG.

In a DMS-100 Central Office the data following the FID CTX represents the IBN Group Name which may consist of from 1-16 alphanumeric. A Sub Group Name (0) is required and is separated from the IBN Group Name by a colon (:0).

Item 46 - Check if MegaLink, LightGate or FlexServ is being proposed/ordered for use with this MultiServ Service.

Item 47 - Outside Plant Facilities Information - Prior to the release of this Form on a Proposal Inquiry basis, the responsible Sales contact personnel contacts (by telephone) the OSPE and determines the availability of the outside plant facilities required to serve the Digital (DMS-100) MultiServ customer. If these facilities exist, the 'Yes' square is checked. If facilities do not exist, the 'No' square is checked and an estimated availability date is provided in the appropriate space. Fill in the Job Number (or Project Number) assigned to the project. If a 'Yes' or 'No' answer cannot be ascertained prior to the release of this Form, the Remarks section should be completed to show that check of facilities is under way.

Item 48 - Central Office Facilities Information - Prior to the release of this form on a Proposal Inquiry basis, the responsible Sales contact personnel contacts (by telephone) the Processor Planner (PP) and determines the availability of the central office facilities required to serve the DMS-100 MultiServ customer and EBS.

If these facilities exist, the 'Yes' square is checked. If the facilities do not exist, the 'No' square is checked and an estimated availability date is provided in the appropriate space. Fill in the Job Number (or Project Number) assigned to the project. If a 'Yes' or 'No' answer cannot be ascertained prior to the release of this Form, the Remarks section should be completed to show that check of facilities is under way.

Item 49 - Assumed Dial "9" - Check Yes if customer subscribes to Assumed Dial "9" (must be Custom Common Block) feature or No if customer does not subscribe to Assumed Dial "9" feature. ADN allows an equipped main station line to access the network without dialing "9". Subscribers ordering Assumed Dial "9" must use station terminal equipment that utilizes dual tone multi-frequency (DTMF - i.e. touchtone/pulsetone, etc.) signaling.

Assumed Dial 9 feature should not be used on Official Services accounts which access the BellSouth Corporate Network (BSCN).

Item 50 - Network Access Registers - Enter the USOC for and quantity of Network Access Registers (NARs) for MultiServ PLUS - Flat, Measured or Message.

Item 51 - Enter Non-Consecutive Numbers (see Item 12).

NETWORK PLANNING AND PROVISIONING - PAGE 5-6

Use these pages when implementing Electronic Business Sets, Automatic Call Distribution (ACD), Simplified Message Desk Interface (SMDI) and so forth. Fill in the appropriate information and forward to Outside Plant Engineering and Central Office Provisioning for verification and reservation of facilities and equipment. Those departments have five (5) working days from receipt of this form to return it, signed and dated with the necessary information filled in.

When ordering SMDI, the Processor Planner (PP) will forward Page 3 to NISC-CTG for the Input/Output Channel (IOC) Assignment. IOC format = XX, YY - where XX = Input/Output Controller and YY = Input/Output Circuit. See page 33 of the RF-3657 for parameters. If Switch Computer Application Interface (SCAI) links is being ordered, check either 19.2 or 56 kbs.

This form may be sent prior to sending the entire inquiry document if additional time is needed.

Digital (DMS-100) MultiServ Service Request-Pages 7-47

Pages 7 thru 47 covers all system and station features required by the NISC-CTG to build/translate the Customer Group Name (CTX). If these pages are completed accurately, we can expect our customers to be provided with telecommunication service that meets their needs. Page 47 contains Direct Inward System Access (DISA) details and Page 48 contains DS1/DS0 information.

These sheets will allow the NISC-CTG to establish the basic memory (CTX) for the DMS-100 MultiServ system. Some items must be checked either "Yes" or "No" and a "Value" specified (if applicable) for the feature when "Yes" is checked. A "Value" must be specified in the appropriate space when "Yes" is checked, even if the Default Value is the Value desired. Prior to completing these pages the Negotiator should Fact Find from the customer what his/her needs are. If the Value isn't known the negotiator can enter the "Default Value" in the appropriate space. The "Value" column is provided for the Negotiator to use in determining the minimum and maximum value of a feature. Reference material and Northern Telecom Practice can be utilized to clearly understand a feature operation, value, etc.

CUSTOMER GROUP INFORMATION - PAGE 7

Customer Group Name - Sales contact personnel will obtain the Customer Group Name from the NISC-CTG and enter it here. The Family option is used when customer group transparency is desired. The Family Name is also obtained from the NISC-CTG and entered in the appropriate space.

Customer Translator Name - CRSG will call the NISC-CTG and obtain the name of this table.

Digit Collection Name - CRSG will call the NISC-CTG and obtain the name of this table.

Max # of NCOS - Fill in the number of Network Classes of Service (CAT) to be used by the customer.

Max Number of IBN Treatments - Treatments are things like; recorded announcements, reorder tone, busy tone. CRSG should contact the NISC-CTG to determine the approximate number of treatments to be used by the customer.

OPTIONS

Conferencing - Check YES/NO. If YES, fill in the number of 6 Port Conference circuits (PORTS) required and enter the conference size (i.e. C14) on page 25. The numbers in parenthesis equal the number of six port conference circuits necessary to accommodate each conference size:

C06	(1)	C54	(13)	C106	(26)
C10	(2)	C58	(14)	C110	(27)
C14	(3)	C62	(15)	C114	(28)
C18	(4)	C66	(16)	C118	(29)
C22	(5)	C70	(17)	C122	(30)
C26	(6)	C74	(18)	C126	(31)
C30	(7)	C76	(19)	C130	(32)
C34	(8)	C82	(20)	C134	(33)
C38	(9)	C86	(21)	C138	(34)
C42	(10)	C90	(22)	C142	(35)
C46	(11)	C94	(23)	C146	(36)
C50	(12)	C98	(24)	C150	(37)
		C102	(25)		

NOTE: There are several features that require 6 port conference circuits. Care should be taken to ensure the customer has an adequate number of conference circuits.

Account Code Capability - Check whether account codes are required and enter the number of digits between two and fourteen needed for account codes. (Deregulated - Refer to Part X Accounting.)

Authorization Codes - Check whether authorization codes are required. Also check whether security digits and/or combined authorization/account codes are required. Enter length of codes. Check if the system has Super and/or station specific auth codes.

Auth/Acct. Entered Last - Check YES if the customer desires to have the ability to enter an Auth/Acct Code after dialing a called number and receiving a prompt. Check YES if an announcement is the desired prompt.

Cut-Through Dialing - Cut-Through dialing is the ability for the switch to send digits in a non-senderized, digit at a time mode to a remote switch in a Tandem Tie Trunk Network (TTTN). Check whether cut-through dialing is applicable or not. Electronic Business Sets (EBS) can access these services through a standard feature in NTX106AA called end to end signaling.

Cut-through timeout equals how long the feature will wait for digits before assuming that dialing is complete. Fill in the number of seconds between four and ten for cut-through timeout.

When using speed calling in conjunction with TTTN ICs or for inputting Authorization Codes, etc., to program access codes a star can be used to signify a pause. This section is used to specify the amount of time required for the switch to pause when star has been used in speed calling. Fill in the Cut-through pause from one to seven seconds.

If Cut-through dialing is checked YES, timeout and pause must be filled in.

Expensive Route Delay Time - Fill in the delay time between when expensive route warning tone is applied to a station and when that call is terminated to the expensive route.

External NCOS Number - The NCOS/CAT assigned to DISA numbers.

Loudspeaker Paging Answer Back - Enter number of seconds a call is parked before recalling the originating party. Enter the number of total number of calls to be parked.

VFG Lookahead - This option gives an outgoing call from the ESSX the best chance to have a slot from a virtual facility group by which calling traffic is regulated. If a VFG slot cannot be found, treatment is given to the call. This option works on routes (such as dial 9, or 8) which have one route or one route and one or two treatments. The DMS will check the VFG for an available member when the access code is dialed. If a member is not available a fast busy is returned. Without VFG Lookahead the VFG is checked only upon completion of dialing the entire telephone number. This option is applicable to all VFGs in the customer group.

Super Conference - Check whether conference capability will exceed six conferees.

Time Of Day Network Class of Service - If time of day service is being used indicate by checking the appropriate block and entering the CAT/NCOS. This option allows an NCOS to be changed to another existing NCOS based on time of day, week and year.

Treatment of Vacant Codes - Sales contact personnel should check with the NISC-CTG regarding the treatment number that will be used for vacant codes and fill in that number.

Call Forwarding Don't Answer Timeout - Specify the number of seconds, between 12 and 325 that a call should ring at the originally called station prior to following the call forwarding don't answer route. This is a system parameter. If a station requires a different call forward don't answer timeout, assign that feature on Station Worksheets of the RF-3657 via the RCYC FID. (NOTE: The parameters for the call forward answer timeout on the Station Worksheets are shown in ringing cycles instead of seconds.)

Call Hold - Specify whether calls put on hold via the call hold feature will hear announcement or music. If nothing is selected, the caller will hear silence. This is the call hold feature specified as CHD.

Call Hold for EBS - Complete page 42 if music or announcement is purchased for call hold on EBS, indicate with the appropriate item and complete the information on the "ANNOUNCEMENTS" page of the RF-3657.

Call Forwarding Validation - This provides for validation of call forwarding variable calls to the terminating station. Check Terminating or Routing Validation - BellSouth normally uses terminating validation. Terminating means the DMS will attempt to ring the terminating station. Routing means the DMS checks the validity of the terminating number but does not attempt to ring that number.

Call Forwarding Intergroup Ringsplash - Specify if ringsplash should apply to stations with call forwarding - variable active, when an external call is forwarded. Keep in mind, if you say yes to this option and your customer has some types of key equipment, the ringsplash will generate ringing in the key equipment, which means the set might start ringing and continue to ring several times. The call is not answerable from that set, this is only a reminder ring. This could in some cases lead to erroneous trouble reports.

Calling Name Display (Non-Class) Intragroup - Check Yes or No for this feature. Enables the name of the calling or called party to be displayed on incoming and outgoing calls on EBS display sets. All stations that should send a name must have the Calling Name Display Intragroup features on the station links.

Personal Call Screening - This option allows calls that have been forwarded to be transferred back to any base station in the call forwarding chain. Specify what type of call forwarding this should apply to. It can be applied to all types.

Busy Treatment - Check Yes if the MultiServ station is to receive busy tone on CFU/CFB/CFD failure paths. If "No" the call will be given a treatment appropriate for the call. **Forward to Non-Idle Station** - If the CFB feature is to forward calls when the base station is in a NON-IDLE state check Yes otherwise check No.

Call Park - With the appropriate line assigned option, this permits an MultiServ station to park one call against its own directory number or have the Directed Call Park option. The parked call can be retrieved from any station by dialing a feature code and the station number against which the call was parked. The recall time has a range from 12 to 240 seconds or zero for infinite. Check Yes or No and enter the number of seconds, if yes. When the recall timer expires the station that parked the call is recalled. Indicate if Announcement, Silence, or Music will be heard. If Music or Announcement is chosen, complete page 42.

Call Forward Reason Display - This option is required to display "reason" for various call functions. Check Yes or No.

Message Waiting Between Customer Groups - If customer group transparency (split service) is applicable, specify whether message waiting can be set against stations in different MultiServ systems within the same central office.

Optional Call Forward Links - This option is designed to specify the number of times that a call may be forwarded in an MultiServ group. Can be set from 1-5 calls and applies to all call forward types.

Call Transfer Warning Tone - This option is designed to prevent the control member of a call transfer, or three way call from monitoring a conversation by staying on the line without the knowledge of the other parties of the transfer or three way call. Requires special software package (NTX899AA).

Call Transfer - Select the call transfer option that will apply to all stations in the customer group. The customer group call transfer can be overridden to CTALL on a station basis using the appropriate feature group with Call Transfer System Exception.

The following information outlines how to select call transfer. Intergroup refers to calls from outside of the MultiServ and intragroup refers to station to station calls within the MultiServ.

Call Transfer Incoming - If the customer elects to transfer only incoming intergroup calls to intragroup locations, check this option. The first leg of the call must be intergroup and the second leg of the call must be intragroup.

Call Transfer Outgoing - If the customer elects to transfer only incoming or outgoing intergroup calls to intragroup locations, check this option. The first leg of the call must be intergroup and the second leg of the call must be intragroup.

Call Transfer Intragroup - If the customer elects to transfer any intergroup or intragroup calls to an intragroup location, check this option. The first leg of the call can be intergroup or intragroup and the second leg of the call must be intragroup.

Call Transfer All - Allows the transfer of any intergroup or intragroup calls to any intergroup/intragroup location. The first and second legs of the call can be intergroup or intragroup.

If only certain lines require Call Transfer All, set the most restrictive option for the customer group. The lines that want CTALL can use the appropriate Feature Group with Call Transfer System Exception (CTALL).

Custom - Checking this option will permit customization of the Call Transfer feature for the customer group. A "transfer to" location will be selected for each of the following different call types:

Originating Intergroup (DOD)
 Originating Intragroup (Station-to-Station)
 Terminating Intergroup (DID)
 Terminating Intragroup (Station-to-Station)

Based on the above four call types, the following "transfer to" locations can be selected.

INTRA - The call can only be transferred to another station within the MultiServ. The second leg of the call is an intragroup call.

INTER - The call can only be transferred to a location outside the MultiServ. The second leg of the call is an intergroup call.

TRATER - The call can be transferred to a location within or outside the MultiServ. The second leg of the call can be an intragroup or intergroup call.

NOXFER - The call cannot be transferred.

Simulating Call Transfer - All Calls (Trunk-To-Trunk) will be handled using the Custom option. Each of the above call types, e.g. Originating Intergroup, etc. will have the TRATER location selected. This will permit the transfer of any call type to any location.

Transfer Recall - This option allows a transferred call that is unanswered to recall the transferring station after a specified time. The recall timer can be specified from 12 to 120 seconds in one second increments.

Dial Call Waiting - Check if dial call waiting is an option. Check if announcement and/or music should apply to the waited call. If both are checked no, silence will apply. If Music/Ann is checked complete page 42.

Call Waiting Originating - Check if call waiting originating is an option. Check if announcement and/or music should apply to the waited call, if so complete page 42. If both are checked no, silence will apply.

Calling Number Delivery Blocking - Check Yes to indicate the CNDB option. This option will allow lines to have the ability to dial the CNDB-Per Call access code. This feature suppresses the delivery of the calling number to display devices equipped with Caller ID. This feature should always be established in states with universal Per Call Blocking.

Directed Call Pickup Barge-In Tone - If directed call pickup with barge-in is an option and a tone should signal the barge-in check yes.

Disconnect Supervision Timing On Trunks Not Providing Supervision - If any trunks in the MultiServ/PLUS from a remote switch do not provide disconnect supervision this option is required. Specify the number of seconds the system should leave that trunk in an unsupervised state.

Distinctive Call Waiting Tone - This applies if a distinctive call waiting tone is required for the waiting party on a call waiting call if the call is external to the busy station's MultiServ system. (The call waiting tone is provided by the service circuit NT 3x68 AC which has the code distcwt and is assigned in table CUSTSTN. The tone consists of a 440 hz at - 13dbm. While this is not a Sales concern, it helps in provisioning this service.)

Display - Input is required only when your customer has multiple MultiServ systems in the same central office using EBS with display. If that is the case enter the number of digits that should be displayed from one MultiServ to another.

Distinctive Ringing - Distinctive Ringing - This feature is used for standard distinctive ringing on incoming calls. This is a system feature. If Distinctive Ringing is not selected regular ringing will be used at all times. This feature does not affect the audible ringing heard by the calling party.

Intra group - If station to station originated to station calls are to have distinctive ringing check yes.

Intergroup - If external calls to stations are to have distinctive ringing check yes.

Incoming IBN Trunks - If no customer owned trunk groups are subject to distinctive ringing circle no. If selected customer owned trunk groups are subject to distinctive ringing circle SEL. If all customer owned trunk groups are subject to distinctive ringing circle all. (Under MultiServ private facilities detail on page 15-16 of the RF-3657, indicate which trunk groups should be subject distinctive ringing.)

GIC Calls - If group intercom calls are subject to distinctive ringing check yes.

Recall - If Recall is subject to distinctive ringing check yes.

UCD - Check if distinctive ringing applies.

Remainder of Calls - If calls other than the ones described here are to have distinctive ringing applied check yes.

ACD - Check if distinctive ringing applies.

Distinctive Ring Types

1 = 2.0 sec. ON, 4.0 sec. OFF
 2 = 1.5 sec. ON, 0.5 sec. OFF, 1.5 sec. ON, 2.5 sec. OFF
 3 = 1.5 sec. ON, 0.5 sec. OFF, 0.5 sec. ON, 3.5 sec. OFF
 4 = 1.5 sec. ON, 0.5 sec. OFF, 0.5 sec. ON,
 0.5 sec. OFF, 0.5 sec. ON, 2.5 sec. OFF
 5 = 1.5 sec. ON, 0.5 sec. OFF, 0.5 sec. ON, 0.5 sec. OFF
 1.0 sec. ON, 2.0 sec. OFF
 6 = 1.0 sec. ON, 0.5 sec. OFF, 1.0 sec. ON, 3.5 sec. OFF
 7 = 0.5 sec. ON, 0.5 sec. OFF, 0.5 sec. ON, 0.5 sec. OFF
 1.0 sec. ON, 3.0 sec. OFF
 8 = 0.5 sec. ON, 0.5 sec. OFF, 1.0 sec. ON, 0.5 sec. OFF
 0.5 sec. ON, 3.0 sec. OFF

The distinctive ring type for a link or links can be overridden via the DRS FID on the station detail sheets.

Make Set Busy - Check yes, if make set busy is required. Sales contact personnel will work with the NISC-CTG and enter the type of treatment external calls should receive.

Forwarding of Group Intercom Calls - Group Intercom (GIC) calls to Electronic Business Sets do not call follow call forwarding, however, the default operation for GIC calls to 2500 sets is to follow the call forwarding path. When this option is assigned, a GIC call to a 2500 set will behave in a fashion that is consistent with a GIC call to an Electronic Business Sets, i.e., the call will not follow call forwarding.

Group Intercom Page - This option permits a Group Intercom (GIC) station to dial another station (in the same group) and activate the called EBS station's speaker.

Idle EBS Ring Again Recall - With this option, ring again to an EBS station, will only return if all of the DN keys on the set are idle.

Reason Display - This option is required to display a "reason" for various call functions to EBS sets with display. If the system default "reasons" are not to be used, complete the "EBS Display Messages" pages 27 & 28 of the RF-3657.

EBS Display Timer - This option supplies call information (calling number, name, etc.) on display versions of EBS as the calls are presented to the set. It is suggested that this not be set for high traffic applications such as ACDs or UCDS.

EBS Inspection Timer Activation - This option determines how long an inspect feature will stay active when the feature is not used. The default is 10 seconds and the range is 5-9 and 11-60.

EBS Inspection Timer - This option determines how long an inspect message will stay on an EBS set. When the timer expires, the set's display will be cleared if the set is idle. Default is 5 seconds, range is 2-4 and 6-30.

Executive Busy Override on MADN - This option permits an MultiServ customer with line feature EBO to barge in on a call to an EBS. A related line feature (EBX) Executive Busy Override Exempt will prevent this barge-in to a MADN with this system option set.

Caller ID Option - Check "yes" if Caller ID option(s) should be provided. The following options determine what types of calls will display calling line ID when terminating to a station within the customer group which has the Caller ID option. Check "yes" on one option only:

Public Network Access - check "yes" if calls from outside the customer group will display calling line ID.

Intercom - check "yes" if intercom calls (calls inside the customer group) will display calling line ID.

One or both options may be selected.

Station Controlled Outgoing Restrictions - This option permits a station to apply restrictions (levels 0-4) on outgoing calls for groups of (or individual) station lines. Check Yes or No - if Yes enter the number of Restriction Groups (1-64). Refer to page 41 of RF-3657. The five levels of restriction are:

- (0) All Calls permitted by the line's NCOS are allowed.
- (1) Only intragroup calls and those calls specified on an established exception list are allowed.
- (2) Only intragroup calls are allowed.
- (3) Only calls specified on an established exception list are allowed.
- (4) Only 911 calls are allowed.

The exception list allowed for each group (restriction levels 1 and 3) can contain a maximum of five numbers, each comprising one through eleven digits (must include 9 and/or 1 etc.,).

Speed Call Pause - This option allows a subscriber with speed calling to program pauses in a digit string, when that speed call element is needed. The star (*) on the dial will represent a pause. Check yes or no.

Variable Speed Call Access Code - If the customer has POTS like dialing (meaning, assume dial 9 or any other access codes), L8 may be checked to permit the customer use of digits 8 & 9 for cells of a speed call list. Otherwise, if the customer dials 9 to place outside calls, indicate L6. This option is only used when the customer is not using standard Speed Call Short access codes preceded by an asterisk (*).

SMDR-RAO

Assumed Answer Timing - This specifies the answer time in one second intervals, between 2 and 31, for trunks with no answer supervision. Calls are considered answered if both parties are still connected after the duration of this answering time allowance.

The next three options apply only when NTX 102, NTX 103 SMDR in NTI format are being used.

SMDR Report For Incoming/Outgoing Tie Trunks, FX Line Calls - Specify whether tie line or FX line calls are to be recorded on SMDR. You must still check SMDR against the tie line or FX line on page 10 of the RF-3657 and send a form 9185 A to comptrollers.

SMDR - Record Digits as Outpulsed by DMS-100 - Specify whether digits as outpulsed should be recorded on SMDR. This option provides the digits as outpulsed by the DMS-100 to be recorded as an extension to the SMDR entry, if they differ from the digits dialed by the customer. (Most frequently used with Tandem Switching Features (ETN) applications.

SMDR - Record No Answer Calls - Specify whether unanswered calls should be recorded on SMDR. Records of unanswered calls will be charged as messages.

RAO Processed SMDR - Indicate Yes or No.

PRIVATE FACILITIES - PAGE 12-13

TRUNK/FACILITY GROUPS GROWTH (PROPOSAL INQUIRY) - This section should be completed for estimated growth of customer owned trunk/facility groups to be provided with the MultiServ system. Estimated growth is required for cut-over, one year after cutover, two years after cut-over and three years after cut-over.

List the quantity and type of customer owned trunk/facility groups to be provided with the MultiServ system. Example: Atlanta FX lines - 10, 15, 20; Florida WATS lines - 5, 7, 9; Band 5 WATS lines - 7, 10, 15; MCI lines - 10, 10, 10; Tie Lines to Miami, Fl. - 15, 20, 25.

Service Requirements - Show the actual quantities of customer owned trunk/facility groups to be ordered for the cutover of your MultiServ system. Use this section for ongoing activity to these groups.

PRIVATE FACILITY GROUP DETAIL - PAGES 14 & 15

Facility Detail - This section should be completed for all customer owned Private Facilities. Data fill one column for each Private Facility trunk group and/or each Virtual Facility Group.

Facility Group Type - Indicate the type of service.

TL - Tie Lines
 FT/FX/FCO - Foreign Exchange/Foreign Central Office Service.
 WATS - WATS or 800 service.
 IC - Interexchange Carrier Access.

FACILITY DETAIL - THE FOLLOWING FIELDS COMPRISE THE FACILITY DETAILS FOR EACH TRUNK GROUP OR VIRTUAL FACILITY GROUP.

Direction of Service - Enter the direction of the trunk/facility group from the perspective of the DMS-100 as follows:

- (2) 2WAY - If calls are allowed in both directions.
- (0) OUT - If all calls originate from the DMS-100.
- (I) INC - If all calls originate from the Distant End.

Interexchange Facility Type - When the Facility Group Type is IC, indicate type of circuits each group represents.

TL - Tie Lines
 FT/FX/FCO - Foreign Exchange/Foreign Central Office Service.
 WATS - WATS or 800 service.

Quantity of Lines/Trunks/Facilities - Fill in the number of circuits in the lines/trunk/facility group defined in each column.

Lines/Trunks/Facilities CKT ID - Enter the circuit ID of the service type.

Billing DN (Directory Number) - Enter the billing directory number associated with each trunk/facility group. The Billing DN is optional for trunk groups which do not allow tandem traffic, and may or may not be within the MultiServ number range. An STN is required only for services terminated by a VFG. The STN may or may not be within the MultiServ number range.

Trunk Group/Virtual Facilities Group - Enter TGN to indicate trunk terminated, otherwise enter VFG.

TGN or VFG - Enter the Trunk Group Number (TGN) or VFG alphanumeric. The TGN is supplied by the NISC-CPG and is up to 4 numerics. The VFG is supplied by the NISC-CTG and is 6 alphanumeric.

Location (Distant End) - Enter the Distant End Location of each trunk/facility group, includes city and state. Not required for WATS.

Type Equipment (Distant End) - Enter the equipment type on the Distant End of each trunk/facility group. For example, ROLM PBX.

WATS Band - Enter the WATS Band number.

Trunk Verification from Destination (TVDS) - Enter (Y) if status of trunk/facility group can be verified by a station. Otherwise, enter (N).

TVDS Access Code - Enter the Trunk Group Access Code from page 26 if TVDS is answered (Y).

Subgroup Number - Show the attendant console subgroup number to which these trunks/facilities are assigned. Console service is not offered for MultiServ, enter 0.

Inward Access (Station) - On 2WAY and INC trunk/facility groups, specify how incoming calls are to be answered upon arrival at the MultiServ system. Enter (S) for Station.

Destination Telephone Number - On 2WAY and INC trunk/facility groups, where inpulsing is NONE, enter the destination telephone number this facility is directed to (i.e. UCD Primary Directory Number, Lead Number of MLH, Station Number, etc.). This TN must be in the MultiServ number range. This is a required entry if the DMS-100 is the station/closed end of FX/FT/FCO service.

Far End Senderized? - An entry is required in this field for all 2WAY and INC trunk/facility groups when inpulsing is not equal to NONE. Enter Y if the far end is senderized (we receive all the digits at one time from a transmitter) or N if the far end is non-senderized (we receive digits as they are dialed by a customer on the far end).

Incoming Start Dial Signal - An entry is required in this field for all 2WAY & INC trunk/facility groups. Valid entries are WINK (WK), DELAY DIAL (DD), DIALTONE with WINK (DTWK), DIALTONE without WINK (DT), GROUND START (GS), or IMMEDIATE (IMED). This field represents the method used by the DMS-100 to notify the Distant End to begin sending digits.

NOTE: If the Distant End is senderized, the DMS-100 should generally provide an Incoming Start Dial Signal of WK or DD. If the Distant End is non-senderized, the DMS-100 should generally provide an Incoming Start Dial Signal of DTWK or DT.

If this is an FX or FT circuit: The In Start Dial Signal should generally be GS. There may be some cases where E&M supervision is used. If E&M supervision is required, GS or LS are not valid entries; one of the other types indicated.
must be

In Pulsing - An entry is required in this field for all 2WAY and INC trunk/facility groups. Valid entries are MF, DP, DTMF or NONE.

MF - Multifrequency, a combination of two simultaneous tones (frequencies) usually used between two switching machines

DP - Dial Pulse, a series of pulses used to receive the dialed digits.

DTMF - Dual Tone Multifrequency, this is the industry term which equates to the AT&T trademark of TouchTone or Northern Telecom's term of Digitone. DTMF is a combination of two simultaneous tones (frequencies) usually used between a switching machine and customer equipment. **NOTE: DTMF tones are different from MF tones and are NOT interchangeable.**

NONE - No digits are received from the Distant End. If this entry is used, an entry is also required in field Destination Telephone Number.

Incoming Digits - Required entry for all 2WAY and INC trunk/facility groups, if Inpulsing for group is not "NONE". Enter (F) Fixed or (V) Variable.

Number of Fixed Incoming Digits - If previous entry is Fixed, specify the number of incoming fixed digits. Valid entry is 00 - 15.

ACD/UCD - Enter ACD if the trunk/facility group is associated with an Automatic Call Distribution group. Enter UCD if the trunk/facility group is associated with a Uniform Call Distribution group. Otherwise leave blank.

Trunk Distinctive Ringing - Enter (Y) if Trunk Distinctive Ringing applies to the 2WAY and INC trunk/facility group. Otherwise, enter (N). (Refer to page 6 of RF-3657).

Distinctive Ringing Type - If Trunk Distinctive Ringing is selected, enter Type. Valid entries are 1 - 5.

NCOS - (Reference from Page 29/30 of RF1555). An entry is required in this field for all 2WAY & INC trunk/facility groups. Valid entries are 0 - 255.

Glare Control - An entry is required in this field for all 2WAY trunk/facility groups. Valid entries are Master (M) or Slave (S).

Glare occurs when a 2WAY circuit is seized simultaneously by the equipment on both ends of the circuit. When this occurs, one end must drop the circuit to allow the other end to complete the call (the end that drops the circuit will complete its call on another circuit). The end which stays on the circuit is referred to as the Master. The end which drops the circuit is referred to as the Slave.

This field will indicate if the DMS-100 is to be the Master (M) or Slave (S).

If the group is either FX or FCO, the entry should be (S).

If the Distant End terminates on an OE, the DMS-100 must be the Slave (S).

Far End Terminates on a Line Circuit (OE) - This field is required only for FX and FCO trunk facility groups. An entry is required only if the DMS-100 is the station/closed end of an FT or FX circuit (the far end supplies dial tone). Enter (Y) if the far end is an OE, or (N) if the far end is not an OE.

Incoming Prefixed Digits - Enter the digits, if any, which are to be prefixed in front of the incoming digits from the Distant End. Valid entries 0 - 99. If no digits are to be prefixed, LEAVE BLANK.

Outward Access - Specify how outgoing calls are to be originated for each 2WAY and OUT trunk/facility group. Enter S for station.

Access Code - Enter the appropriate access code from page 29 of RF1555.

Senderized/Non-Senderized (Cut Thru) Outgoing - An entry is required for all 2WAY & OUT trunk/facility groups. Enter a (Y) if Senderized Outgoing applies to this trunk/facility group. Senderized operation means the DMS-100 will store a fixed amount of digits (12 digits maximum) for the call and output all the digits at one time using a transmitter.

Enter a (N) if Non-Senderized Outgoing applies to this trunk/facility group. For a trunk/facility group that handles calls originating from the MultiServ (non-tandem), this means that the trunk/facility group will be seized immediately after the access code is dialed. For a trunk/facility group that handles outgoing calls which have arrived at the DMS-100 over another trunk group (tandem), this means that the DMS-100 can output a variable amount of digits as it receives those digits.

Fixed Outputed Digits - Specify the number of digits (up to 12) that the MultiServ should store before outputing in a Senderized environment.

Outward Start Dial Signal - An entry is required in this field for all 2WAY & OUT trunk/facility groups. Valid entries are WINK (WK), DELAY DIAL (DD), GROUND START (GS), LOOP START (LS) or IMED. This field represents the method used by the Distant End to notify the DMS-100 to begin sending digits.

NOTE:

If the DMS-100 is Senderized on outgoing calls, WK or DD should be used. There may be some rare cases when IMED can be used (if the Distant End has a receiver for each circuit).

If the DMS-100 is Non-Senderized, IMED should be used.

If this is an FT/FX/FCO circuit, GS will generally be used. LS is available, but only for outgoing FT/FX/FCO circuits. There may be some cases where E&M supervision is used. If E&M supervision is required, GS is not a valid entry; one of the other types should be indicated.

OutPulsing - An entry is required in this field for all 2WAY & OUT trunk/facility groups. Valid entries are MF, DP, DTMF or NONE. This field represents the method of pulsing (sending digits) from the DMS-100 to the Distant End.

MF - Multifrequency, a combination of two simultaneous tones (frequencies) usually used between two switching machines.

DP - Dial Pulse, a series of pulses used to send the dialed digits.

DTMF - Dual Tone Multifrequency is the industry term which equates to the AT&T trademark of TouchTone or Northern Telecom's term of Digitone. DTMF is a combination of two simultaneous tones (frequencies) usually used between a switching machine and customer equipment. **NOTE: DTMF tones are different from MF tones and are NOT interchangeable.**

NONE - The circuit is seized immediately after the access code is dialed. This entry would be used for Non-Senderized operation.

NOTE: If the DMS-100 is senderized on outgoing calls, enter one of the following pulsing types: MF, DTMF or DP.

PIC/IC - If required, fill in the PIC number or Interexchange Carrier (IC) associated with the trunk/facility group.

Toll Denied - Enter (V) if toll diversion or (D) if toll denial should be applied to 2WAY and OUT only trunk/facility trunk groups. Leave blank if no toll denial is required.

Second Dial Tone (originating) - Enter (Y) if second dial tone should be heard after dialing the access code for 2WAY & OUT trunk/facility groups. This is a DMS-100 imposed dial tone.

ARS - Enter (Y) if this trunk/facility group is utilized in an Automatic Route Selection (ARS) pattern.

SMDR - Enter (Y) if SMDR is required on this trunk/facility group.

Line Screening Code Flag - If required, fill in the Line Screening Code Flag number associated with each trunk/facility group. Valid entries are 2 - 255. (See page 16 of RF-3657). If line screening is not utilized, leave blank.

Intragroup - Enter (Y) if intergroup calls to and/or from this trunk/facility group are to be considered intragroup.

Digital Data - Enter (Y) if this group will be used to transport Digital Data.

Distant End Trunk Selection (DETS) - An entry is required in this field for all 2WAY trunk/facility groups. No entry is required for Outgoing or Incoming groups. Valid entries are Low to High (LH), High to Low (HL), Least Idle (LI), Most Idle (MI), Clockwise (CL), Counterclockwise (CC), or Other (OT). Enter the method used by the Distant End to select an idle circuit for calls coming from the Distant End to the DMS-100.

LH - Distant End searches for an idle circuit starting at the lowest trunk number and progresses sequentially to the higher trunk numbers.

HL - Distant End searches for an idle circuit starting at the highest trunk number and progresses sequentially to the lower trunk numbers.

LI - Distant End selects the circuit which has been idle for the shortest amount of time.

MI - Distant End selects the circuit which has been idle for the longest amount of time.

CL - Clockwise circular trunk hunt. For an analogy, use a clock to denote the list of trunks with the hours representing the trunks. The equipment searches for an idle trunk in a clockwise direction, starting from one trunk higher than the most recently released trunk.

CC - Counterclockwise circular trunk hunt. Same philosophy as CL, but in the opposite direction. The equipment searches for an idle trunk in a counterclockwise direction, starting from one trunk lower than the most recently released trunk.

OT - If none of the above explains how the Distant End selects an idle circuit, explain the method used by the Distant End in remarks.

DS1 Termination - Enter a (Y) if a DS-1 facility is being used to transport the trunk/facility group. Fill in and include the DS0 level Detail page for service order issuance.

Incoming Dial Tone - Required entry for all 2way and Incoming trunk groups. Enter a Y if the DMS-100 is to supply dial tone to the far end on calls originating from the far end.

Supervision Type - Required entry for all trunk terminated FX/FT/FCO service. Enter GS for Ground Start, LS for loop start (allowed only on outgoing trunks) or EM for E&M supervision.

Station/Closed - Indicate whether the MultiServ switch is the Station/Closed or the Office/Open end of the FX/FCO service (including IC access circuits which are FX/FCO service).

The end of the circuit providing dial tone is considered the Office/Open end of the circuit. For intraLATA circuits, the end which is assigned the telephone number is the Office/Open end.

Office/Open - The end of the circuit which is NOT the Office/Open end is considered the Station/Closed end. Generally, when the MultiServ switch is the Station/Closed end of the circuit, a MultiServ station dials an access code and expects to receive dial tone from the far end.

TOC# - Trunk Order Code indicates the type of switch interface. This information is provided by the Processor Planner.

LINE SCREENING CODES/FLAGS - PAGE 16 - If desired, use this form to build the equivalent of facility restriction levels.

This means that a trunk/facility group may be accessed by one CAT/NCOS but denied access to another CAT/NCOS, even though the trunk/facility group is utilized in ARS.

Flags are assigned against the trunk/facility group. They are numbered 0-255 for the entire central office, and are assigned by the NISC-CTG 011 in the assigned number and the trunk/facility group against which it applies.

The Codes are assigned against the NCOS. There are 0-31 codes available. In the line across the top of the form fill in the codes starting with 0 for your MultiServ.

Place a check in the column for the line screening code permitted access to the trunk/facility group.

Fill the flag number in on Page 17 under the appropriate trunk/facility group type.

On Page 17 fill in the appropriate LSC NCOS for access to designated trunk/facility groups.

There can only be one LSC per NCOS, however because an LSC is an element of the NCOS it may be assigned to more than one NCOS.

CODE RESTRICTION LEVELS (CRL) - PAGE 18

This page is used for: 900/976, 011, 411, or N11 restriction. or For 3 digit or 6 digit screening see ARS pages.

N11 restrictions are state specific - refer to your state tariff for correct N11 codes in your state.

N11 restriction includes all N11 codes in a particular state.

Code Restriction enables the DMS-100 MultiServ customer to define certain restrictions for stations through the Network Class of Service (CAT). Each MultiServ customer group can have up to fifteen (1-15) different code restriction levels (CRL). Each level is simply a listing of all the codes for which restrictions are to apply to a certain CAT. Each CRL is independent; e.g., calls restricted in level four are not necessarily restricted in levels three or five. A code can be restricted in more than one level at the customer's discretion. An example of this may be:

900/976, 411 is in CRLs 1,2,3
N11 is in CRLs 1,2
011 is in CRLs 1,2

Therefore:

CRL 1 consists of 900/976, 411, N11, and 011
CRL 2 consists of 900/976, N11 and 011
CRL 3 consists of 900/976 and 411

Calls which are dialed to restricted codes are routed to vacant code treatment.

NETWORK CLASS OF SERVICE (NCOS) - PAGES 19

Define the NCOS for the MultiServ system on this page. Designate each option that applies to an NCOS. Example: NCOS 1, LD deny, Sta. to Sta., Local Calling, Preset Conf. ARS.

Calling Number Delivery Blocking-Per Call (where tariffed/mandated) - Specify whether CNDB-Per Call access is permitted in the NCOS. **When lines with the CNDB-Permanent (NOB/NOBPC) feature dial the CNDB-Per Call access code this will cause the feature to toggle and the number will be delivered.**

Some options require additional input.

LSC - Fill in the Line Screening Code from Page 11, that provides access to certain trunk/facility groups.

Outwats - Fill in the appropriate band number.

Code Restriction - Fill in the code restriction level that applies to the NCOS. Fill in whether the code restriction level that was designated blocks (b) or allows (a) calls to the designated codes.

AUTOMATIC ROUTE SELECTION - BASIC - PAGE 21-23Patterns - Page 21

Build the basic ARS patterns on this page, starting with pattern 01. The destination column is the ultimate destination of a call using this pattern. The remaining eight columns should be used to show the routes taken by the call to reach the destination. Example: All interstate calls - MCI, Band 5 WATS, ERWT (Expensive Route Warning Tone), DDD, Busy.

Per Pattern - Page 22

On a per pattern basis, define the NPA'S to be routed via this pattern. (Codes not listed are blocked.)

Per Pattern - Page 23

On a per pattern basis, define the Local NNXs, per NPA, to be routed via this pattern (six digit screening). (Codes not listed are blocked.)

PRE-SET CONFERENCE DETAIL SHEET - PAGE 24

For each Pre-Set Conference arrangement, fill in a Pre-Set Conference detail sheet. When dialed, the Pre-Set Conference number will automatically dial up to 25 predesignated numbers.

Fill in the seven digit MultiServ station number to be used as the Pre-Set Conference directory number and the appropriate NCOS.

Check whether DID calls are allowed to access the Pre-Set Conference number.

Check whether additional conferees may be added on to the Pre-Set Conference once it has been established.

Check whether the originator of the conference is the controller of the conference. If yes is checked, when the originator of the conference goes on-hook, the entire conference is taken down.

Check whether immediate start is applicable. If yes is checked, the conference will "start" as soon as the first conferee answers. Ringing to the non-answered conferees continues.

List the directory numbers to be dialed by the Pre-Set Conference. Select the ringing time, between 15 and 60 seconds, after which the Pre-Set Conference should dial an alternate conferee directory number. This timer also serves as a timeout of ringing to the primary conferee number even if there is no alternate.

MEET-ME CONFERENCE DETAIL SHEET - PAGE 25

Meet-Me Conference (Basic up to 30 conferees) allows station users to dial into the conference.

Fill in the seven digit MultiServ station number to be used for Meet-Me Conference. There are a maximum of sixteen (16) Meet-Me-Conference numbers per customer group. Lines having access to the Meet-Me conference must have compatible Line Screening Codes (LSC).

If DID is N, all members dialing the Meet-Me conference number must be in the same customer group or family. If DID is Y and the DID ORIG is Y the first caller to the Meet-Me Conference may be a caller from outside the customer group. If DID is Y and DID ORIG is N, then a member of the customer group must be in the conference at all times and the first caller must be a member of the customer group.

Enter the maximum number of conferees. A maximum of 30 conferees are permitted access to one Basic Meet-Me Conference number.

Check Option - STANDARD - In this state if the conferee flashes, the bridge will be locked to all further entrants. FLASH ONLY - In this configuration a flash will be considered a request to toggle the state of the conference. If it was locked, it will be unlocked and vice versa. CODE ONLY - In this configuration a flash will give the user special dial tone. The user then can dial the lock code, unlock code or the attendant. CODE ADD ON - In this configuration a flash will give the user special dial tone. The user now has the option of locking or unlocking the conference with a code or adding on a new party. CNF6ADDON - A station user must have station controlled conference assigned to their line before being able to access an Executive Conference number.

TRUNK/LINE ACCESSED FEATURES - PAGE 26

Code Call - Specify if code calling via trunk termination (trunk access code) is to be provided. If a line termination (Directory Number) is being used do not assign it here. Use the Station Worksheets and assign like a regular station. Specify the time in seconds, between 0 and 3600 that the code call should be repeated. After that time frame, the Code Call Trunk unit will be released.

Paging - Specify if loudspeaker and/or radio paging via trunk termination (trunk access code) is to be provided. If a line termination (Directory Number) is being used do not assign it here. Use the Station Worksheets and assign a regular station.

Loudspeaker Paging/Loudspeaker Paging Answerback - Specify if Loudspeaker Paging is to be provided. Enter station line number and access code. Assign line termination (Directory Number) on the Station Worksheet pages, as a regular station.

Dial Dictation - Specify if dial dictation via trunk termination (trunk access code) is to be provided. If a line termination (Directory Number) is being used, assign on the Station Worksheet pages, as a regular station.

Enter access codes and circuit ID numbers as appropriate.

Enter the Trunk Group Number (TGN), Outpulsing and Outward Start Dial Signal for each circuit.

REMARKS - Use this section to provide any additional information you feel is necessary to make more clear any details that are not well defined in any section. Make clear reference between the section which needs additional information and this section.

ELECTRONIC BUSINESS SET (EBS) DISPLAY MESSAGES - PAGE 27 & 28

This page is used to create customized reasons for EBS Display sets. Obtain the Name (1-1 alphanumeric) for this set of messages (reasons) from the NISC-CTG enter in the space provided. Enter the text for each message in the appropriate spaces. Each message can contain 1-15 alphanumeric characters (including spaces).

The "SUGGESTED TEXT" is the suggested definition of the REASONID.
If other definitions are desired enter one on the appropriate line.

<u>REASONID</u>	<u>SUGGESTED TEXT</u>
EXTERNALMSG	Outside Call
CONFMSG	Conference
BARGEINMSG	Bargin in
TERMCFUMSG	Call forward
TERMCFBMSG	Busy forward
TERMCFDMSG	No answer forward
ORIGFWDMSG	Forward
TERMCPUMSG	Pick up
ORIGCPUMSG	Picked up
CPKRMSG	CPK Recall
CXRRMSG	CXR Recall
CXRMSG	CXR message
UNKNOWNMSGF	No call Information
ACBARRMSG	Call Return / Repeat Dialing
AUTODSPMSG	Automatic Display message
CAMPONMSG	Camp on
CAMPRLMSG	Camp on recall
EMWMSG	Executive message waiting
MBGDISPLAY	Multi-switch group display
NOCPUMSG	CALL Pickup Failure
ORIGCPUMSG	Picked up
OUTBOUNDMSG	CompuCall Feature
INSPAAB	
CMPRLMSG	Camp on Recall
INSPACB	
CONFMSG	Conference
INSPACTGRP	
CPKRMSG	CPK Recall
INSPAUD	
CXRMSG	CXR Message
INSPAU	
CXRRMSG	CXR Recall
INSPCALLMWT	
EMWMSG	Executive Message Waiting

INSPCANTINSP	
EXTERNALMSG	Outside Call
INSPCCV	
INSPAAB	Auto Answer
INSPCFW	
INSPACB	Inspect Automatic Call
INSPCNFKEY	Back key
NSPCNF6	
INSPACTGRP	Inspect Active Group
INSPCNF10	
INSPAUD	Inspect Automatic Dial
INSPCNF14	
INSPAUL	Inspect Automatic Line
INSPCNF18	
INSPCALLMWT	Inspect NN Messages
INSPCNF22	Waiting
INSPCNF26	
INSPCANTNSP	Cannot Inspect
INSPCNF30	
INSPCCV	Inspect Call Covering
INSPCPK	
INSPCW	Inspect Call Forward
INSPCPU	
INSPCNFKEY	Inspect Conference Key
INSPCWT	
INSPCNF	Inspect Conference 6
INSPEBO	
INSPCNF10	Inspect Conference 10
INSPEMW	
INSPCN14	Inspect Conference 14
INSPFXDQCK	
INSPCNF18	Inspect Conference 18
INSPFXR	
INSPCNF22	Inspect Conference 22
INSPGIC	
INSPCNF26	Inspect Conference 26
INSPHF	
INSPCNF30	Inspect Conference 30
INSPHFMUTE	
INSPCPK	Inspect Call Park
INSPICM	
INSPCPU	Inspect Call Pickup
INSPIHOLD	
INSPCWT	Inspect Call Wait Key

Enter the following and any others that are not already preprinted on the RF-3657

INSPLVM	
INSPEBO	Inspect Override Key
INSPMADN	
INSPEMW	Inspect Executive Message
INSPMCH	Waiting
INSPMMI	
INSPFXDQCK	Inspect Fixed Quick
INSPMODE	Conference Key

TERMCFUMSG, TERMCFBMSG and TERMCFDMSG are displayed on an EBS when it receives a forwarded call. ORIGFWDMSG is the message that is displayed on an EBS that has its calls forwarded. TERMCPUMSG is displayed when an EBS uses call pickup to answer a call.

NETWORK/FEATURE ACCESS CODES - PAGES 29-31

The Recommended Codes are preprinted on the RF-3657, if different codes are required enter them. Enter Y/N in the Auth/Acct code column if authorization/account codes are required on certain network type access codes. Enter Y/N in the SMDR column if SMDR should be applied to certain network type access codes.

The CNDB-Per Call access code *67 must be established in each applicable NCOS/CAT to allow lines to dial the CNDB-Per Call access code. **Refer to tariff to determine availability.**

There are no suggested "use" codes for Speed Call Short.

If Speed Calling Long is 50 or 70 number list must have Customized Common Block.

In states where Call Tracing-Per Successful Trace/Activation is approved/mandated the appropriate activate/access code must be established for the customer group. **Refer to tariff to determine availability.**

TIME OF DAY SYSTEM - PAGE 32

The Time of Day (TOD) service identifies the time range used when routing calls by the time of day, week or year. Up to sixteen (16) time ranges, numbers 0-9 and A-F, can be specified.

<u>Column</u>	<u>Description</u>
Station Number Range	Enter the station number(s) that is being changed to comply with TOD routing change. Ex., 529-1011-1020. (consecutive numbers)
Time Range Number (0-9,A-F) (Action Point)	Enter the number associated with the time range listed.
Day of Week/Year	Enter the day(s), holiday(s) or specific date, the time range is in effect.
Time Period	Enter the hour and quarter hour during the day, using a 2400 - clock, the sequence is to be activated.

Time of Day Type By checking the appropriate type this entry
 (Routing, CAT/NCOS) specifies how this time range is used for routing
 for changing an CAT/NCOS. Routing - indicate
 ARS, Facility or FAC to be changed.
 Specify "FROM" and "TO" CAT/NCOS.

UNIFORM CALL DISTRIBUTION (UCD) TABLE - PAGE 33

UCD Name - Enter the group name, maximum of 16 characters, assigned
 by and obtained from NISC-CTG.

Primary UCD Directory # - Enter the Primary UCD Directory Number.

Toll Priority - Each Directory Number (DN) will have a call priority
 level associated with it in the range of 0 to 3 (0 is the highest
 priority). This priority will indicate the priority of calls as they
 enter the incoming call queue. Calls of higher priority will be
 answered by agents before calls of a lower priority. The primary DN
 will have a priority level just for toll/interoffice calls arriving
 to the UCD; it will have a separate priority level for
 local/intraoffice calls. This enables the customer to set the
 highest priority to billable toll calls. Each supplementary DN will
 also be assigned a priority level. Enter the appropriate value (0-
 3).

Supplemental UCD Directory # Member List - maximum of 4.

Telephone Number - Enter the telephone number(s) of the supplemental
 member(s).

Member Number Priority - Enter 0-3.

Private Facility - Enter the Billing Directory Number associated with
 the Private Facility terminating in the UCD.

Unanswered Call Ringing Threshold - This is the length of time
 an unanswered incoming call which is ringing on an agent's phone
 will ring before being forwarded to a route. 0 means the call
 will not be forwarded. Enter the appropriate value.

Unanswered Call Route - This field specifies where the
 unanswered call (Supplemental UCD Directory Number) should be
 forwarded to (i.e., Office Route equals announcement or tone).
 Enter the appropriate value and specify type of announcement or
 type of tone. This is also the route that calls will take when
 the queue is full (based on either max. queue size or max. wait
 time) and these new calls are deflected.

Night Service Route - This field specifies where calls are to be routed when there are to be no active agents. Enter appropriate value.

Priority Promotion Timer - This field specifies the time in which call in the incoming call queue can wait before it is upgraded into queue of higher priority. Enter appropriate value.

Maximum # of Positions - Specify the maximum number of agent positions that can be activated in the UCD group at any time. Enter appropriate value.

Delayed Billing - Billing of UCD calls normally starts when a UCD call is answered (either by delay announcement or an idle agent). However, in cases where the customer finds it inappropriate to charge the caller while he is getting delay announcement, an option is provided on a per UCD group basis such that billing will only start when the caller is answered by an idle agent. (This option is presently not being offered. An entry is not required).

Primary Directory # Local Call Priority - The priority (0-3) assigned to local calls entering the queue. (Zero is the highest priority.)

Abandon Position Release - This field specifies the maximum number of calls that can be routed to an agent position and go unanswered (used if an agent forgets to deactivate the station from a UCD group); when this threshold is reached, the agent will be deactivated automatically. Enter appropriate value.

Maximum Queue Size - The maximum number of calls allowed in queue at any time. When either MAXQSIZ or MAXWAIT is exceeded new calls attempting to enter the queue will be deflected to the Unanswered Call Route (THROUTE).

Maximum Wait - Maximum seconds any call should have to wait in incoming call queue before being answered by an agent. When either MAXQSIZ or MAXWAIT is exceeded new calls attempting to enter the queue will be deflected to the Unanswered Call Route (THROUTE).

Music / Announcement - Enter YES/NO as appropriate. The standard default is silence (at no charge).

Simplified Message Desk Interface(SMDI) - Enter YES/NO as appropriate. Default is NO. If SMDI is ordered, enter Input/Output Controller and Circuit (IOC) from Page 3. (IOC = XX, YY - where XX = Input/Output Controller and YY = Input/Output Circuit and is obtained on Proposal Inquiry from NISC-CPG.) The Message Desk Number is assigned by Sales/AMCC/VSC (See note). The Termination Designation (Term DES) is SMDIXXYY where again XX = Input/Output Controller and YY = Input/Output Circuit.

NOTE: SMDI requires special entries by NISC-TR in Table SLLINKDEV for privacy bit. (NORTH CAROLINA ONLY)

SMDI requires a Private Line circuit with asynchronous modem. If the message waiting option is provided a full duplex data link is required. The data link is established on a private line order using the class of service 1MD. Refer to the MultiServ Operating Standards for additional information.

The first message desk is always numbered one (001). The second message desk is always numbered sixty-three (063). If your customer has a message desk and a call retrieval desk, they will be numbered 001 and 063. Once these two desk numbers are assigned the remaining numbers may be assigned.

Required Data (Table SLLINK) - Check the appropriate block. OCDN (Originally Called Directory Number) where the called number is sent to message desk. RDN (Redirected Directory Number) where the number sent to the message desk is the call coverage DN when the originally called number is forwarded.

AUTOMATIC CALL DISTRIBUTION (ACD) - Page 34-41

ACD Name (1-16 Characters) - Fill in a name for the ACD Group between 1 and 16 alphanumeric characters in length. The ACD Name is assigned by and obtained from NISC-CTG.

Primary ACD Directory Number - Fill in the seven digit directory number assigned as the Primary ACD number. Each ACD Group has only one Primary ACD Directory Number.

Trunk Priority - Enter the Incoming Call Priority (0-3) to be assigned to trunk (interswitch) calls directed to the Primary ACD-DN.

Line Priority - Enter the Incoming Call Priority (0-3) to be assigned to line (intraswitch) calls directed to the Primary ACD-DN.

Supplemental ACD Numbers - A maximum of sixteen (16) supplemental directory numbers may be assigned to an ACD. These numbers can be used to direct private facility calls into the ACD. Fill in the ACD supplemental number, the private facility number, ex: 800-321-1000, if required, and the priority level associated with the supplemental number, between 0-3 (0=highest, 3=lowest).

Unanswered Call Ringing Threshold - Enter the ringing threshold, in one (1) second increments, after which an unanswered call which is ringing on an agent's phone will be reenqueued at the head of the incoming call queue. Make Set Busy, if provided, is automatically activated on the agent's position. If zero the call will ring indefinitely until the caller abandons, 12-60 seconds - the number of seconds the call will ring until diverted. NOTE: This value must be smaller than the Ring Timeout field in TABLE OFCENG. Check with the NISC-TR to find out how TABLE OFCENG is datafilled.

Basic Overflow Route (Threshold Route) - Enter the destination for ACD overflow calls. Calls will overflow if either the Maximum Call Queue Size or Maximum Queue Wait Time parameters have been exceeded. Types of routes would be to Busy Tone, a non-ACD Directory Number, another ACD Primary Number, or a Trunk Group.

Night Service Route - Specify the route required for all incoming calls, if there are no active ACD agents in the ACD group. This route could be an announcement, a non-ACD Directory Number, a Trunk Group, another ACD group or an external destination.

Priority Promotion Timeout - Select the maximum time, in seconds, between 0-255 that a call may wait in queue. Once this time has expired, the call will be put into a queue of a higher priority. Zero means no timeout applies, or the call will never be promoted.

NOTE: Priority Promotion Timeout (PRIOPRO) should be smaller than the value used for Time Delay Overflow (TMDELOF) if used. The Time value for TMDELOF is the maximum time a call may wait in queue before deflecting to another ACD-Group. If PRIOPRO is greater than TDELOFL Time, then lower priority calls will never elevate to a higher priority queue in the source group.

Delayed Billing - Billing will always begin when the caller receives recorded announcement. This field is prepopulated with N.

Maximum Call Queue Size - Enter the maximum number of calls, between 0-511, that can be enqueued in the incoming call queue at one time. After this number is reached, all subsequent calls are deflected to the route specified in the BASIC OVERFLOW ROUTE. A zero (0) means that the ACD Group does not have call queuing capability. Remember all calls to the MultiServ PLUS come through NAR's. Additional NAR's may be required to provide the MAXIMUM CALL QUEUE SIZE.

Maximum Queue Wait Time - Enter the maximum time in seconds, between 0-1800, that a call should wait in the incoming call queue. After this number is reached, all subsequent calls are deflected to the Basic and/or Enhanced Overflow Route. A zero (0) means that no calls will queue.

OPTIONS

1. ACD with NMR - If yes complete the other Option Field Requests. These are system parameters and the NISC-TR must provide input. The POOL assignment tells the DMS-100 that the information for this ACD group will be sent over a particular data stream for use with the customer's ACD-NMR system. The SUBPOOL assignment is used to group all the ACD Groups for a single customer; this subdivides the POOL assignment into customer boundaries. ACDVFG - activation of this option provides information on Virtual Facility Group activities. Enter WALKAWAY in the Assigned Parameter column if the customer chooses the NOT Ready Walkway capability. TheDEFLOB parameter defines a default Business Code; this is the code which will be sent the the ACD-NMR system if the agent does not put in another code. If this option is activated, then the LOBVAL to assign the default code must be completed.
2. Multi-Stage Queue Status - If yes these thresholds must be defined.

Threshold 1 - The value of the first threshold, can be number of calls or time (in seconds) the call at the head of the queue must wait before activating the first lamp.

Threshold 2 - The value of the second threshold, can be number of calls or time (in seconds) the call at the head of the queue must wait before activating the second lamp. The value must be greater than T1.

Threshold 3 - The value of the third threshold, can be number of calls or time (in seconds) the call at the head of the queue must wait before activating the third lamp. The value must be greater than T2.

NOTE: T3 should be less than the Maximum Call Queue Size if CALLQ, and it should be less than the Maximum Queue Wait Time if WAIT.

Choice - If the customer wishes to define the Queue Status Ranges based on the number of calls in Queue, select CALLQ. If the customer wishes to define the ranges based on the wait time of the call at the head of the incoming call queue, select WAIT.

Multi-Stage Queue Display

Display - If response is Yes, a visual indication will be provided to the agent's display when the maximum threshold allowance has been met or exceeded.

Display Interval - The time parameter input in this field indicates how frequently the display defined above will be updated on the agent's display.

Key Lamp - Enter Y to select the MSQS-KEY/LAMP feature which displays the status of the queue on the lamp associated with the DISP Queue key. Default is N.

Lamp Interval - If LAMP above is Y then enter the number of seconds between threshold information updates. Valid entries 5 to 180.

3. Distinctive Ringing On ACD Calls - Enter None, Inbound, Outbound or Both. Must also be chosen on cust group page 6.
4. Observe Agent Warning Tone - Indicate Yes or No, if warning tone is to be applied when a supervisor activates the Observe Agent Key, and at the start of each call while it is active.
5. Forced Night Service - Option FRCNGTSV - This specifies whether calls in the queue are to be cleared on night service activation or if they are to stay in queue until abandoned.

Clearing Route - If Y is entered for option FRCNGTSV, calls left in queue will be cleared when night service is activated and will be routed to regular night service or a specific route. Enter N if calls are to be deflected to the normal night service route.

Route - The IBN or Office route (OFRT) plus the Index (route number) calls are to be routed to if Y is entered for clearing route.

6. Call Forcing Station Exceptions - If Call Forcing is assigned, its refinement is TONE_DEST. TONE_DEST can be datafilled as HSET, BASE, or NONE.
HSET specifies that the Call Forcing alerting signal is provided through the telephones handset or headset, if the telephone in use allows call forcing.
BASE specifies that the Call Forcing alerting signal is provided through the telephones speaker, if the telephone in use allows Call Forcing.

7. ACD Called Name/Number Display - # **Display Digits** - Indicate how many digits of the ACD DN the agent will see in his display.
8. Music/Announcement - If Central Office-provided Recorded Announcement is used for Delay Announcement, the information requested under Options on Page 32 will provide Delay Announcement/Music-On-hold when only one Recorded Announcement is used. Page 38 is used to when multiple announcements are required. If the ACD Group wants Second or Third Recorded Announcement the DMS-100 must be equipped with BCS 27 or above. There are specific interactions between the inputs for the fields RANTH and RINGING. These inputs drive the method by which calls are routed to delay announcement. There are three methods:
 - a. When the input for RINGING is Y (yes) and there is a value of 1 or more seconds for RANTH, then ALL calls entering the queue will hear ringing for a minimum of the value for RANTH. They could potentially wait even longer than that value if they enter the queue and the RANTH expires during the middle of the Delay Announcement. They have to wait until the beginning of the Delay Announcement before they hear it.

If RINGING is set to Y, then the value for RANTH MUST be greater than 0. Otherwise, callers would hear continuous ringing and would never reach the Delay Announcement.
 - b. If RINGING is set to N (no) and there is a value of 1 or more seconds for RANTH, then the first call to enter the queue whose wait exceeds RANTH will hear ringing for the RANTH period. That call is then connected to the Delay Announcement. As long as the call at the head of the queue has waited longer than the RANTH period before being answered by an agent, then all other calls will not have to wait for RANTH to expire before they hear the Delay Announcement.
 - c. If RINGING is set to N and RANTH is set to 0, ALL calls immediately receive Delay Announcement if there are no agents available.

Audio Group - Enter the Audio Group number, provided by the NISC-CTG the ACD queue.

9. Management Report Interface - Respond yes or no.

ACD with NMR Pool/Password - The POOL assignment here is the same one as used at the bottom of Page 30. The NISC-TR must provide the POOL, PASSWORD, PROTOCOL and OUTEVENT assignments. Generally, the protocol will match the BCS release number that the DMS is using; this assignment defines the types of protocols the DMS-100 and the ACD-MIS processor will use to communicate. The outevent assignment defines that total number of event messages that the DMS can have in its buffers to send to the ACD-MIS processor.

ACD with NMR Subpool/Password Assignments - The SUBPOOL and POOL assignments here are the same ones as used at the bottom of Page 30.

10. Non-Immediate Cutoff - If the customer wishes to have the capability for an ACD agent to activate Not Ready without immediately disconnecting a caller, select the Non-Immediate Cutoff Option.
11. Time Delay Deflection - Yes, enables the customer to activate the Overflow of Enqueued Calls Feature. When a queued call meets the time parameter (TMDELOFL), the DMS will attempt to overflow that call to another group. Time Delay Deflection REQUIRES Enhanced Overflow. Enter time 0-1800 seconds.

Type of Calls to Overflow - ALLPRIO, all calls will overflow when the Time value defined above is met. PRIO0ONLY, only calls with Priority 0 assignment will overflow when the Time value is met.

Start of Timing - If PRIO0ONLY is defined for OFLTYPE, then designate when timing for the Time value above starts. Choose one: P0ONLY, Timing for the Time Delay Overflow is counted only after the call has reached the priority 0 call queue. IMMEDIAT, Timing for the Time Delay Overflow is counted as soon as the call is received by the DMS-100.

12. Incoming Overflow Queue - If yes, complete the associated parameters. Incoming Overflow Queue allows an ACD Group to limit the number of overflowed calls it receives. This limited number is part of the ACD Group's total queue size.

Answer Order - choose one:
OVFLIN - Answer overflowed calls first.
POFIRST - Answer Priority 0 calls first.
OLDEST - Answer the oldest call first.

Max # of Overflowed Calls in Queue - enter the maximum number of overflowed calls the ACD Group will receive into its queue.

13. Transfer to ACD Agent INCALLS - Enables ACD agent to transfer an ACD call to the InCalls key of another ACD Agent.

Maximum # of Transferred Calls in Queue - enter the number of transferred calls that may be in queue.

Transferred Call Recall - Enter Y if the transferred call can be recalled to the transferring agent if it is not answered in a specified amount of time. Otherwise enter N.

Transferred Call Recall Timer - Enter the number of seconds that elapse before a transferred call is recalled to the agent who initiated the transfer. Valid entries 12 to 120 seconds.

14. ACD Call Transfer w/Time - ACD calls may be transferred to a ACD Group instead of to an individual agent. If a call is answered by one group and transferred to another group, if there are no agents available in the second group, the call will enter its queue. The ACD Call Transfer w/Time parameter defines the treatment of the transferred calls.

15. Announcement From Originating Group - Announcement ID from originating group

16. Variable Wrap Up Time - This wrap up time is for the ACD Group.

Default Variable Wrap Up Time - Valid time is from 1 to 900 seconds.

17. Not Ready On Secondary Directory Number - Option NRONSDN - This option provides the Not Ready functionality whenever a Secondary Directory Number is activated.

18. ACD Call Park - Option ACDPRK - Allows ACD calls to be parked against another DN and then be recalled if they remain unanswered after the recall timer expires.

Call Park Recall - Option CPKRECALL - Enter Y if the parked call should be recalled to the agent who initiated the call park request if it is not answered in a specified period of time. Otherwise enter N.

Call Park Recall Timer - Enter the number of seconds that a parked call must go unanswered before it is recalled. Valid entries 0 to 240 seconds.

19. Supervisor Emergency Key - Fill in the Supervisor's Subgroup Number for each emergency recorder. In the TN portion, input the MultiServ Main Station Link number to be assigned to the Emergency Recorder. NISC-TR will make the LEN/CLLI assignment associated with the Recorder Trunk/Main Station Link.
20. **Enhanced Overflow** - Enhanced Overflow is an optional capability which allows an ACD group which has met its Incoming Call Overflow Threshold(s) and/or its Time Delay Deflection Threshold to overflow its calls to up to four ACD Groups. List the target ACD Groups in the order in which calls are to attempt to overflow.
21. Announcement Prior to Night Service - This sends an incoming call to a recorded announcement before being forwarded to another destination. NISC-TR provides the NSAUDGRP assignment.
22. Controlled Interflow - Feature allows a supervisor to redirect newly arriving calls to a predefined route. Basically it causes ACD calls to overflow. Specifies the route calls take if controlled interflow is activated. Control is by a key on supervisor's set.
23. Time Display Threshold Routing - Specifies the route the call is redirected to when the Threshold Timer expires. IBN or OFRT (Office Route) and Index number (route number).
24. Forced Announcement For Incoming Calls -This feature provides two announcement capabilities for ACD. First, all new incoming calls receive announcement when being presented to an idle agent or placed in incoming call queue. Second, all incoming calls that are overflowed to the threshold route receive announcement before rerouting.
25. Forced Announcement For Overflow Calls - Option FOAUDIO. Specifies that all calls rerouted to an overflow receive an announcement prior to rerouting.

ACD ENHANCED LOGIN ASSIGNMENTS - PAGE 38

An enhanced feature that checks to see if the customer group associated with the agent login ID matches the customer group datafilled for the IN Calls key of the set to which the agent is logging in. Enter Y if customer group is checked, enter N if the group is not checked. Option CUSTSEL in Table ACDLOGIN. If Y is entered then the customer group name associated with the set must be entered.

ACD REMOTE LOAD MANAGEMENT INFORMATION - PAGE 39

ACD Administration - In large ACD applications, a Senior Supervisor (1-16 characters) may be required. Use ACD

ADMINISTRATION to assign a Supervisory Position as the Senior Supervisor and the ACD Administration Group (1-255) that is associated with the Supervisor.

ACD SWITCH-COMPUTER APPLICATION INTERFACE (SCAI) LINK - PAGE 40

1. SCAIREDIR - An ACD group option (SCAIREDIR) is the option that adds COMPUCALL service to an ACD group. When this option is added subfields MSGTO, NCOS and BILLDN must be datafilled.
 - MSGTO - Receive message time-out value. Value of 1 to 30 seconds for a CPE computer's response to a message requiring confirmation. Data must be coordinated with the CPE vendor.
 - NCOS - NCOS to be used to translate and route redirected calls. (0 to 255)
 - BILLDN - Billing directory number to be used in AMA and/or SMDR records for call redirection. Default is the ACD DN caller reaches before being redirected.

2. LINKKEY - MPCNO - The MPC Number (0 to 255) and MPA link number(0 to 3)
 - Linkalm - Link alarm - set to no (N)

3. PRTCLDAT - Protocol - establishes the version of X.25 protocol to be used for the MPC link (X2580 or X2584)
 - Information must be the same as the CPE end of the circuit.
 - LINKNABL - the number of minutes a link is enabling before it is removed from service. (0 to 32767)
 - CONVNABL - the number of minutes a conversation is not in service before corrective action is taken. Value must be a multiple of 5. (0 to 32767)

4. PARMSEL - These parameter selectors have to be consistent with the CPE on the far end of the circuit. The information for these entries must be provided by someone with in-depth knowledge of packet data circuits. Different parameter choices will requiredifferent subfields. All subfields shown below may or may not be required and will depend on the requirements for a particular circuit.
 - BAUDRATE - Value representing bits per second for data transmission. Can only be datafilled if CLKSRCE is INTERNAL.
 - CLKSRCE - Clock source for the MPC system clock. INTERNAL for MPC/EMPC card or EXTERNAL for a modem-like device.
 - ELECSPEC - Electrical specification for the physical link either RS2332 or V350.

L2MODULO - Packet level module counter specifies protocol numbering for end-to-end messaging at layer 2.
 L2WINDOW - Size of frame window. A reference to number of frames layer 2 software sends before requesting confirmation the first one was received.
 L3ACK - Level 3 timer used with sub-fields T2_S and T2_10MS. (0 to 255) Default value of 0 means incoming data is immediately acknowledged at level 3. Recommended value is 0.
 L3DATA - Level 3 data packet size. Default is P128.
 L3MODULO - Packet level module counter specifies protocol numbering for end-to-end messaging at layer 3. (MOD8 or MOD128)
 L3WINDOW - Size of frame window. A reference to number of frames layer 3 software sends before requesting confirmation the first one was received.
 NODETYPE - Node type or address of the MPC; DTE for data terminal equipment or DCE for digital carrier equipment.
 NUMPVCS - Number of permanent virtual circuits on the link. COMPUCALL does not use PVCs. Enter 0.
 PVCDBIT - Not used. Set value to DOFF.
 SVCSIN - Number of one-way incoming services configured on the link. (0 to 255)
 SVCSOUT - Number of out going circuits configured on the link (0 to 255).
 SVCS2WAY - Number of two way services configured on the link (0 to 255).
 THRUPUT - Throughput concerns outgoing data going across a link. Enter NOVALUE to accept class termination rate entered in subfield BAUDRATE
 T1_S - Timer value must match value set in CPE.
 T2_S - Timer value must match value set in CPE.
 T3_S - Timer value must match value set in CPE.
 T4_S - Timer value must match value set in CPE.
 N2 Retransmission Counter
 R20 Restart request counter
 R22 Reset request count
 R23 Clear request retransmission count
 R25 Data retransmission count
 T20 Restart request timer
 T21 Call request timer
 T22 Reset request timer
 T23 Clear request response timer
 T25 Packet acknowledgment timer
 T26 Interrupt response timer

4. EXINF - Example information protocol. This option consist of subfield EXINFO
- EXINFO - SVCDNA is only valid option and is used only when using SVCs on a link. Enter SVCDNA or \$. (\$ will terminate option inputs indicating that this field is not used)
- DIGITS - Digits for network address which is the address of the MPC/EMPC link on the switch. The same number must be used by the CPE computer. If using a packet switch the number will be supplied by the network.

ANNOUNCEMENTS - PAGE 42

Prepare one sheet for each type Queue or Feature. Under Connection Type enter "Choice". Music, Silence, Audible Ring and Repeat cannot be next to each other in Connection Type. Repeat can only be final choice. Repetition cannot begin on Announcement and can only begin on route 2, 3, or 4. CKT ID/CLLI - CKT ID required for Customer Provided Music. CLLI is for NISC-CTG use only (no entry required).

ANNOUNCEMENTS - PAGE 43

Provide exact wording for up to a maximum of four announcements (up to 11 seconds each).

NETWORK SPEED CALLING LIST DETAIL SHEET - PAGE 44

Network Speed Calling (NSC) allows a customer group to have up to one thousand (1000) common preprogrammed speed call numbers. The NSC numbers can be combined in one list or subdivided into multiple smaller lists. Each list requires a separate access code (page 25).

Group Name - Enter the 8 character alphanumeric Group Name. A different page must be used for each group (list).

NSC (No. of Items) - Enter total quantity of Speed Call Numbers in Group (up to 1000 per customer group) for NISC-CTG use. Enter Speed Call Number, Destination Number and CAT/NCOS as required.

GROUP INTERCOM (GIC) WORKSHEET - PAGE 45

This page identifies all Group Intercom Names and associated members. Enter group name, member number for each DN on a 500/2500 set or PDN on an EBS, and key number on the EBS. An EBS user may be a member of more than one Group Intercom. The group intercom name is 1-8 alphanumeric. The member number is 1-4 numerics. The Group Name is assigned by Mktg/Sales.

If Group Intercom All Call (GIAC) is assigned to a Group Intercom enter the number assigned to originage the page.

Caution: Do not assign an all numeric Group Name. Make the customer name part of the Group Name. If two different customers have the same numeric Group Name, they will be part of the same Group Intercom Group which is not allowed.

STATION CONTROLLED OUTGOING RESTRICTION GROUPS - PAGE 46

Enter the SOR Group # (1-64) and list the station numbers that are to be included in each restriction group.

DIRECT INWARD SYSTEM ACCESS (DISA) - PAGE 47Section A

- 1) Check "Y" when the customer requests DISA.
- 2) Enter the number of requested DISA telephone numbers.
- 3) Enter the number of simultaneous accesses allowed per DISA telephone number (one less than the total here).
- 4) Check "Y" when authorization codes are required.

<u>Column</u>	<u>Description</u>
A	Twenty-two (22) DISA numbers can be listed on this page. If additional space is needed, copy this page and white out preprinted numbers.
DISA NUMBER	Enter the telephone number used for DISA access.
AUT (Y/N)	Enter "Y" when AUTs are applicable.
Simultaneous Accesses	Enter the number of accesses per TN.
VFG Name/Number	Virtual Facility Group (VFG) Name or number is supplied by NISC-TR.
DISA Access Method	Enter the type of facility arrangement used i.e. WATS etc.
PTN/STN	Enter Plant Test Number (PTN)/Screening Telephone Number (STN) associated with the WATS line(s).
Remarks	Add additional information, as needed.

DSO LEVEL DETAIL - PAGE 48

This page will contain the information necessary for DS0 service order issuance. Enter the Central Office address for CKL 1 and CKL 2. Enter the DS1 Circuit ID, DS1 MultiServ Service Order Number (CRO'd with DS0) and CLF of the DS1, and the DS0 Service Order Number (obtained through the DS1 Service Inquiry process).

8 character CLLI of C.O. Frame
|
CLF example: CLF 101 T1 CLLIDSXX CLLIMultiServXXX
|
11 character CLLI of the MultiServ Switch

Enter the information for each DS0 channel activated. Activity type (Add/Delete), Svc. Type (Tie Line, WATS, FX) and TGN from page 9 of the RF-3657. The CLS, one for each facility group, will be assigned by the negotiator and will be suffixed (.1, .2, .3 up to .24) depending on the number of DS0s in the group. The CFA Common Facility Assignment is the same as the CLF of the DS0 but includes the DS0 channel number 1-24.

DSO channel number
|
CFA example: CFA 101 T1 1 CLLIDSXX CLLIMultiServXXX

Enter the Network Access Code associated with each facility type.

HUNTING DETAIL SHEET - PAGE 49

Station hunting provides a means of searching a number of lines to find an idle one. The types of hunting provided are described below:

Distributed Line Hunting (DL) - There is only a pilot DN associated with a DL group. To access the group, the Pilot DN is dialed. Hunting always starts on the subsequent (idle at the time the last line was selected) line in the hunt group. If that line is busy due to call origination, the next line is checked. This hunt group provides distribution of the work load.

No queuing is allowed with DL. If all stations are off-hook, the calling party receives a busy tone.

Multiline Hunting (HML-RG) - There is only a Pilot Directory Number associated with HML Group. To access the hunt group, the Pilot DN is dialed. Hunting starts at the Pilot DN and ends at the last line in a sequential fashion.

This form of hunting can be used to save DN assignments.

It is recommended that HML not be assigned to hunt groups which consist of more than 30 members.

Hunting Options

Circular Hunting (CIR) - The option CIR can be assigned to DN Groups. In this case, all lines in the hunt group will be hunted regardless of the starting point. If this option is not assigned, sequential hunting is in effect. Sequential hunting starts at the number dialed and ends at the last number in the hunt group. Therefore, if the Pilot DN is not dialed, all the lines will not be hunted.

Overflow to a Directory Number (ODN) - ODN is an option that causes hunting to continue to a specified DN if all lines in a hunt group are busy. This DN can be part of another hunt group or outside the customer group.

The Pilot DN and the hunt group member must belong to the same customer group. However, the ODN DN can be outside the customer group.

HML # - Enter the HML group number, if applicable. HML # is obtained from LNA.

Check the square for the type hunting desired for the group. Multiline hunting can be DL or RG (HML).

HTG - If HTG is checked, enter the appropriate alpha character.

SC is a simple series type hunting arrangement and requires only an administrative alpha identifier to be filled in behind HTG_. This alpha identifier allows subsequent changes to hunt groups to be correctly handled. Assign this alpha identifier starting with A.

Telephone/Terminal Number - Enter the Telephone/Terminal Numbers in the group. Terminal numbers are used with multiline hunting (DL/RG) while TNs are generally used with series hunting (DNH/SC).

Options - If DNH applies, check the appropriate square to specify the option.

HTC - Circular hunt

ODN - Check the appropriate square and enter the appropriate DN for the group.

COMMON ITEMS - PAGES 50-54

The Common Items pages are used to provide the information required by the Service Center to prepare the service orders. It is used for ordering/deleting common equipment items for both system and line features. Information required on these pages should be completed totally and accurately.

COMMON ITEMS - PAGE 50

Complete information for Customer Name, Listed Directory Number (LDN), Date, Customer Group Name (CTX) and Service Order Number in the appropriate spaces.

Type Activity and Quantity - Show quantities being installed or removed.

RSP # of Months - RSP (Rate Stability Plan) When the item of equipment being ordered/deleted is under a contractual agreement, enter the number of months in the contract period. If month to month enter 1.

Class of Service - Enter the appropriate Class of Service. MultiServ has a minimum of 2 lines and no NARs. MultiServ PLUS has a minimum of 10 lines and one NAR. Caps and allowances will be calculated on the NAR USOC for MultiServ PLUS.

Class of Service USOC	Type of Service
MJFD+	Flat Rate
MJRD+	Measured Rate
MJSD+	Message Rate (GA & FL)

Note: The fifth character will be 2 for MultiServ and L for MultiServ PLUS.

Standard Common Block

Common Block customized at Subscriber's Request

Training Charges - Apply as required.

Dedicated Private Facility Access and Miscellaneous Line Terminations - Enter the CLS, 800 or OutWATS number as required.

USOC M1HD1 - Enter the DS1 CLS and WACD, which are both obtained through the DS1 Service Inquiry process. This represents a termination for a DS1 type circuit and provides the capability for up to 24 DS0 (voice grade) facilities. Each DS1 circuit that terminates in the MultiServ will require a DS0 Level Detail Attachment (page 48 and the Private Facility Detail Pages (pages 9-10)).

MultiServ Multi Account Service (MAS) - If this is a secondary account, show primary TN and enter AAN in the Bill Section followed by the primary TN.

MultiServ PLUS - When ordering Network Access Registers (NARs), enter the appropriate hunting USOC, if applicable. (Consult your tariff).

Account Codes and Authorization Codes - For additional information refer to the MultiServ Operating Standards.

Assumed Dial "9" - This feature should not be established on Official Services systems which access the BSCN.

Conference Arrangements - Enter TNs of conference members.

UCD

Enter the UCD Group Name and UCD TN, see page 28. One UCD Group Name and TN is required for each UCD Group.

Simplified Message Desk Interface - Enter the Input/Output Channel (IOC) Number and Message Desk Number(s) beside the appropriate Data Link USOC (M3K2A/M3K9A), see page 29.

ACD - Enter the ACD TN. If Network Management Reports (NMR), Remote Load Management and/or Switch-Computer Application Interface (SCAI) is required enter the CLS and IOC.

Centrex Control - complete when a customer subscribes to Centrex Control.

ACD - Enter the ACD TN. IF Network Management Reports (NMR), Remote Load Management and/or Switch-Computer Application Interface (SCAI) is required enter the CLS and IOC.

STATION LINK PAGES

Pages 55-59 when appropriate, will be completed by the negotiator after a firm order is received from the customer. The Service Center will write the station orders from the pages and other pertinent pages. Because of its interdepartmental use, the need for accuracy is paramount and cannot be over emphasized.

- For more details on FID format, USOCs and service order issuance refer to the Operating Standards.
- For detailed information on feature operation, limitations and interactions - refer to **technical training material/documents.**

STATION WORKSHEETS - PAGES 55-60

The Station Worksheets are the primary pages for station configurations. Pages 55-59 will be used by the Service Center to issue station orders.

There are three (3) different Station Link Worksheets, use the appropriate one.

- NON-EBS Station Worksheet - page 55-57
- NON-EBS ACD Station Worksheet - page 58-60
- EBS or EBS with ACD - Station Worksheet - page 60

Pages 63-65 is used to order Optional Features.

The first section of each of these contains basically the same information. Complete the first section of the above pages as follows:

Negotiator Name, enter name (Sales contact personnel). Enter a check mark in the appropriate square (Sales/ASR) and enter telephone number.

Vendor Service Center (VSC) contact name and telephone number of representative working with the ASR.

Customer Name, Location and Listed Directory Number (LDN) - Enter in space provided.

Station Telephone Number(s) - These are to be grouped as much as possible, i.e., customer requests 10 stations be equipped identically (i.e., same feature groups, payment plan, location, etc.). In the square enter the appropriate telephone number(s), i.e., 321-1010 - 321-1019.

Dept. Identifier (DI) - Enter the DI code as provided by the MultiServ subscriber (Up to 8 alphanumeric, Example - 12ABC).

Private Facility Info. - If a private facility is being translated as a MultiServ station, fill in the private facility number. Example: 800-321-8000

Secondary Location Address (SLA)/Different Premises Address (DPA) - Enter the address and complete Page 81.

Bridged Link Location - Enter the appropriate address of the bridged link (not applicable to EBS).

Hunting - Enter the appropriate alpha character behind HTG__ as detailed on the Hunting Detail Sheet page 44. This Hunting is not compatible with ACD. EBS station links can only be the last line in a series completion hunting arrangement. Other hunting arrangements are not compatible with EBS.

OE Info (SB Only) - This is for NISC-CTG use only and will be utilized by them.

NON-EBS STATION LINKS - Page 55

See previous instructions to complete this first section.

Complete the USOCs for Stations Links. The **fourth** character of the link USOC will be; F=Flat Rate, R=Measured Rate, S=Message Rate, and C=Community Caller Plus(NC Only).

Check the corresponding column for the Station Link. Enter the Customer Group Name (CTX) from Page 2, enter CAT Code (this is the station's network class of service), PIC and PLNC, If applicable.

PLNC Codes

The FID PLNC is used with the MultiServ and the MultiServ PLUS station link to be utilized by the CRIS system for billing usage on the measured links. The data behind the PLNC FID is eight to twelve characters. The first character will be an alpha that represent the state i.e., A=Alabama the next three characters MSR, denote MultiServ, the last four characters are numeric identifying for the billing system the measured service type and rate indicator. Example: I1 M1LRD/PLNC AMSR1234

PLNC CODES (continued)

Utilizing the new FID eliminates the need for having unique station link USOCs for all area calling plans within each state.

This Plan Code FID will be used to identify the local usage plan for MultiServ customers. It will follow a measured link (class D USOC). It will also be required in Florida, Georgia and South Carolina following a message link to identify the message plan. In Louisiana it will follow a flat rate link if LOS-A is selected.

General Format for the new plan code FID: /PLNC ?MSRXXYY

? = State code
MSR=MultiServ code
XX=measured service type
YY=rate indicator

ALABAMA Options

Area calling service		
Option 1 capped		AMSRBA43
Option 1 uncapped		AMSRBE43
Option 2 capped		AMSRBB43
Option 2 uncapped		AMSRBF43

Note: Uncapped is needed in Alabama for hotel/motel and hospital. Uncapped plans are not applicable to university.

LOUISIANA OPTIONS

LOS-B Option 1 capped	LMSRDC61
LOS-B Option 2 capped	LMSRDE61
LOS-A Flat rate (measured in expanded area)	LMSRAR33

PLNC CODES (continued)

MISSISSIPPI OPTIONS

Area calling plan	
Option 1 capped	MMSRAH18
Option 2 capped	MMSRAG18
Enhanced Area calling plan	
Option 1 capped	MMSRDM63
Option 2 capped	MMSRDQ63

KENTUCKY OPTIONS

Area calling plan	
without LUD	KMSRER79
with LUD	KMSRFR79
premium	KMSRES79

TENNESSEE OPTIONS

RegionServ (existing plan)	
standard	TMSREE66
discount	TMSREF66

FLORIDA OPTIONS

- Local Calling plus and extended calling service will be offered. The FID ZLCP will be used to bill these two services.
- Optional extended area service will be provisioned via additive USOCs with normal link USOCs.

Message Plan code	FMSRC019 *
-------------------	------------

GEORGIA OPTIONS

Georgia community calling	GMSREL74
Sharing and Resale	GMSRA827
Message Plan code	GMSRC019 *

* Sixth character of plan code is 0 (Zero).

PLNC CODES (continued)

SOUTH CAROLINA OPTIONS

Area Plus Service	
no discount	SMSRFU93
with 20% discount-no cap	SMSRFV93
with 50% discount-no cap	SMSRFW93
Message Plan code	SMSRC019 *

NORTH CAROLINA OPTIONS

Regional Connection	
-Community caller plus	NMSRDW65
-Shar/Resale CC Plus	**not yet assigned
Sharing and Resale	NMSRA827

* 6th. character is zero (0).

The Class Of Service will be Measured whenever a Local Calling Plan is selected except LOS-A in Louisiana, which uses a Flat class of service. The Message Class of Service will apply when message service is selected, where applicable.

-In FL, GA, SC a plan code is required for Message.

-In LA if LOS-A is selected it uses a Flat class of service and a flat link.

Usage Package Additive USOCs For Calling Plans

In AL, KY, LA, MS and SC an additive USOC is required per link (MultiServ) or per NAR (MultiServ PLUS) for Calling Plans. The USOCs are as follows:

ALABAMA

Area calling service	
Option 1	UPPE1
Option 2	UPPS2

Note: Package USOCs are the same for capped/uncapped

PLNC CODES (continued)

LOUISIANA

LOS-B Option 1	UPPEL
LOS-B Option 2	UPPDL
LOS-A Flat rate	UPPBL

MISSISSIPPI

Calling Plan

Option 1 capped	UPPO1
Option 2 capped	UPPO2

Enhanced Area Calling Plan

Option 1 capped	UPP1E
Option 2 capped	UPP2S

KENTUCKY

Area Calling Plan premium with LUD	BREKX UPPMA
--	----------------

SOUTH CAROLINA

Area **Plus Service**

20% discount	B2P
50% discount	B5P

TENNESSEE

RegionServ Discount usage	UPPMR
------------------------------	-------

-The other states do not have an additive USOC.

PLNC CODES (continued)**State Specific List of Classes of Service**

Alabama:

- Flat
- Measured (Area Calling Svc)

Louisiana:

- Flat (can have LOS-A)
- Measured (LOS-B)

Mississippi:

- Flat
- Measured (Area Calling Plan or Enhanced ACP)

Kentucky:

- Flat
- Measured (Area Calling Plan)

Tennessee:

- Flat
- Measured (RegionServ)

Florida:

- Flat
- Message

Georgia:

- Flat
- Message
- Measured (Georgia Community Calling, Sharing & Resale)

PLNC CODES (continued)

South Carolina:
 -Flat
 -Message
 -Measured (Area **Plus Service**)

North Carolina:
 -Flat
 -Measured (Regional Connection-Community Caller Plan)

Mixtures of Flat/Message or Flat/Measured are not allowed with MultiServ and MultiServ PLUS.

If station link is in a different serving wire center (Link USOC M4L_M or M4L_Z) Interoffice Channel charges below apply. Enter SLA number and LSO NPA and NXX.

BRIDGED LINKS

Enter appropriate DPA alpha identifier and address.

Bridging - One Bridging charge (M1GEB) will apply for each Extended Bridged Link.

INTEROFFICE CHANNEL

Enter the NXXs of each central office and number of Interoffice Channel miles.

Feature Group and FID Data - Check the column for the Feature Group (one per station). Check the appropriate block and enter # of months for RSP, or month to month. Enter all FID data pertaining to that Feature Group.

Feature Group 1:

AUL - Automatic Line - Enter the telephone number to which automatic connection is to be made. Enter what the subscriber would actually dial to reach that number. This data can be 1 to 23 characters, * and # are not allowed.

Feature Group 2-10:

Based on the Feature Group selected enter the following:

RCYC - Ringing Cycle - Enter the number of ringing cycles after which the call will be forwarded if it is different than the system parameter. The entry is as follows:

2 cycles = 12-17 seconds
3 cycles = 18-23 seconds
4 cycles = 24-29 seconds
5 cycles = 30-35 seconds
6 cycles = 36-41 seconds
7 cycles = 42-47 seconds
8 cycles = 48-53 seconds
9 cycles = 54-60 seconds

CPG - Call Pickup - Enter the seven digit TN of the host TN of the Call Pick Group.

CXRR - Call Transfer System Exception (All Calls) - If the option Transfer Recall not chosen enter N (no), if YES enter Y and the number of seconds (12 to 120 seconds). A transferred call will ring before the transferring station is recalled.

CFNB - Call Forward Number Busy - Enter the call forward number. 2-23 digit number.

CFND - Call Forward Number Don't Answer - Enter the call forward number. 2-23 digit number.

NON-EBS ACD STATION LINKS - Page 58

See previous instructions under **STATION WORKSHEETS** to complete this first section.

Complete the USOCs for Stations Links. The **fourth** character of the link USOC will be; F=Flat Rate, R=Measured Rate, S=Message Rate, C=Community Caller Plus (NC only) .

Check the corresponding column for the Station Link. Indicate month to month or number of months in RSP (Rate Stability Plan), enter Customer Group Name - CTX, CAT codes (this is the station's network class of service), PIC, LPIC, and PLNC, if applicable. The PLNC (Plan Code FID for local usage) is state specific.

If station link is in a different serving wire center (Link USOCs M4L_M or M4L_Z) Interoffice Channel charges below apply. Enter SLA number and LSOC NPANXX.

BRIDGED LINKS

Enter appropriate DPA alpha identifier and address. Check appropriate block.

Bridging - One Bridging charge (M1GEB) will apply for each Extended Bridged Link.

INTEROFFICE CHANNEL

Enter the NXX of each central office and number of Interoffice Channel miles. Check appropriate block and enter # of onths for RSP, or month to month.

Feature Group and FID Data

Check the column for the Feature Group (one per station). Check appropriate block and enter # of months for RSP, or indicate month to month. Enter all FID data pertaining to that Feature Group. (Hunting is not compatible with these Feature Groups.)

- ACDG - Enter ACD group number and subgroup number. The ACD group number is separated from the subgroup number by a semi-colon. **(ACD Group Name is 1-16 alphanumeric.)**
- POID - Enter the position number. Only required if position ID is assigned. (POID is 4 numerics from 0001-9999.)

ELECTRONIC BUSINESS SET (EBS) WITH OR WITHOUT ACD - PAGE 61

See previous instructions under **STATION WORKSHEETS** to complete this first section.

MADN - Check yes or no to indicate PDN is a MADN. FID MADN is floated following station link USOC.

Key System Number (KS) - enter the Key System number assigned to this station.

Complete the USOCs for Stations Links. The **fourth** character of the link USOC will be; F=Flat Rate, R=Measured Rate, S=Message Rate, C=Community Caller Plus (NC Only).

Check the corresponding column for the Station Link. Enter Customer Group Name-CTX, CAT Codes (This is the station's network class of service), PIC,LPIC and PLNC, if applicable.

The PLNC (Plan Code FID for local usage) is state specific

If station link is in a different serving wire center (Link USOCs M4L_O, M4L_P, M4L_Q, M4L_R, M4L_S, M4L+4, M4L+5, M4L+6, M4L+7) Interoffice Channel charges below apply. Enter SLA number and LSO NPA NXX.

INTEROFFICE CHANNEL

Enter the NXXs of each central office and number of Interoffice Channel miles. Check appropriate block.

Feature Group

Enter a check mark by the appropriate EBS Basic Feature Group. Check appropriate block and enter # of onths for RSP, or month to month.

NOTE: The Electronic Business Set Detail Worksheets must also be completed for EBS with or without ACD.

ACDI, CLFC, and POID are optional for ACD Supv EBS.
ACDG and CLFC are required with ACD Agent EBS (POID is optional)

OPTIONAL FEATURES - PAGE 63

Check the feature appropriate features.

Refer to your state tariff for feature availability.

Authorization Codes - Enter up to 10 authorization codes, from 2 to 10 characters in length. Up to 7 stations may share the same authorization codes.

Automatic Number Referral - Partial disconnects of lines within a system will be issued on C orders. Both listed or non-listed require a Traffic (TFC) Entry. Example:

```

-----TFC
TC   FR NPA NXX-XXXX to NPA NXX-XXXX
TCP  XX-XX-9X (customer negotiated date)

```

Disconnects of an entire system will require a C order to be issued prior to the D order to add the USOCs for billing of this feature. The C order would be typed completed and then a D order issued with the TFC entries.

The negotiator must send a number reservation letter to Line and Number to prevent the number from being reassigned until the TCP date.

Calling Name Display, Intragroup - Enter name, i.e. JOHN SMITH. Up to 15 characters (including spaces).

Calling Number Delivery Blocking (CNDB) - Per Line

CNDB-Per line (also known as Permanent Blocking) is available in states so mandated to prevent the transmission of telephone number(s) on outgoing calls to subscribers of Caller ID. There are USOCs for Agency and Non-Agency. Agency is negotiated by Security and/or Regulatory/Public Relations. Refer to tariff for availability.

CNDB is also available on a per call basis. There is no USOC associated with this feature.

Code Restriction - Provisioned by CAT/NCOS code.

Customer Control - The per line USOC replaces the feature group USOC. The customer will provision any controllable optional features. See Customer Control Operating Standards for detail.

Distinctive Ringing, System Override - This feature provisions a distinctive ring type from the system type. Enter the appropriate type where:

INT.Y = Internal Yes
EXT.Y = External Yes
TRKS.ALL = Trunks All (data may also be SEL or N)
GIC.Y = Group Intercom Yes
RCL.Y = Recall Yes
UCD.Y = Uniform Call Distribution Yes
REST.Y = Rest/Others Y/N
ACD.Y = Automatic Call Distributor Yes
MKCL.Y = Makecall Yes

The above elements are followed by a comma and space then those elements followed by a Y attribute must be followed by the type (TYP.X), (except Trunks) where X = 1-8.

An entry might appear - INT.Y, TYP.1

Group Intercom - Enter Group Intercom Name (1-8 alphanumerics), Member Number (1-4 numerics) then enter Y or N following MSB (Make Set Busy). An entry might appear - GIC NAME1-0230, MSB.N

Hunting Arrangements - Enter TLI and HML numbers.

Simplified Message Desk Interface - Enter the SMDI Line Number (1-1024), the SMDI Group Number. Lines in SMDI must have UCD and cannot be grouped on station sheets since each TN has a different line number.

Station Controlled Conference (EAN) - Enter the group size of the conference, e.g., 6, 10, 14, 18, 22, 26 or 30 behind the FID EAN.

ELECTRONIC BUSINESS SET DETAIL SHEETS - PAGES 66-81

These pages will be used to order the Station Links for Electronic Business Sets (EBS). They will be used by the Service Center to issue EBS station orders. Because of its interdepartmental use, the need for accuracy is paramount and cannot be overemphasized.

EBS will always be negotiated by Sales contact personnel.

The pages (pages 66-81) basically contain the following information:

1. Customer Name, Listed Directory Number (LDN), Date, Customer Group Name (CTX), Service Order Number, Sheet Number and Station Location. Enter appropriate information.
2. Station Number - Enter the PDN station number.
3. Office Equipment (OE)/LEN - To be completed by NISC-CTG/NISC-RCMAG
4. Key System (KS) Number assigned to this set. Each set will use the Key System (KS) FID to cause all USOCs associated with a particular set to appear together on the Customer Service Record (CSR).
5. MADN Group Numbers (MGP). **MGP** (MADN Group Number) is used to indicate the MADN number and the PDNs of the sets on which it appears. The first number is the actual MADN. The second number is the PDN where the MADN has its primary appearance. The remaining numbers reflect the PDNs of other sets on which this MADN appears.

For example: MGP 2055551000 5551000, 5551020

This indicates that 555-1000 is a MADN, has its primary MADN appearance on set 555-1000 and also appears on the set with a PDN of 555-1020.

Where the PDN of an EBS is also a Primary MADN

Example: **IMGP 2055551000 5551000, 5551020**

			PDNs of other sets this MADN
			appears on
			PDN of EBS where MADN is primary
	MADN		

Lamp - Keys 1 through 8 on M5009 (& Old Sets), 1 through 9 on M5209 and 1 through 10 on the 12 button sets have LCDs to indicate the call status.

The Electronic Business Set - Additional Electronic Business Set features (Per Key, Per Set/Per PDN, Per Key List, or per DN) are then applied to the Electronic Business Set.

USOC/TN - Enter the USOC of the feature or the type of directory number with the telephone number to terminate on the key. On pages 66-81 (as appropriate) enter the applicable USOC (Per Key, Set/PDN, Key List or per DN) in the USOC/TN square to specify the feature/or DN Key.

MULTIPLE DIRECTORY NUMBER (MADN)

There are other types of DN's that may appear on an EBS. These are **Additional Directory Numbers** and **Multiple Appearance Directory Numbers (MADNs)**. Additional Directory Numbers only appear once and only on one set. MADNs can appear on several sets and are referred to as a MADN Group. There are 2 types of MADNS - same TN as PDN and not PDN/station link.

Two existing FIDs, **MGP** and **MADN**, will be used to indicate a MADN group. Unique USOCs are required for correct provisioning, billing and toll guiding.

The FID **MADN** is required whenever you have a number that appears on more than one set. The MADN FID is formatted without data following a PDN or station link USOC to indicate that this DN is a MADN and will require the MGP FID on the service order. The MADN FID is formatted following the MADN USOCs for provisioning the actual MADN appearances.

The nine optional elements behind the MADN FID are:

- Element 1 - Options (3):
 - S - Single Call Arrangement
 - M - Multiple Call Arrangement
- Element 2 - Options (2):
 - P - Primary appearance
 - N - Non-primary (secondary) appearance
- Element 3 - Options (2):
 - R - Ring
 - NR - No Ring
- Element 4 - Options (2): (required when element 1 is S)
 - SILENCE
 - TONE
- Element 5 - Options (2): (required when element 1 is S)
 - Y - Bridging Yes
 - N - Bridging No
- Element 6 - Options (1): (required when element 5 is Y)
 - 3-30 - Conference bridge size
- Element 7 - Options (2): (required when element 5 is Y)
 - Y - Bridge Tone Yes
 - N - Bridge Tone No

Element 8 - Options (2): (required when element 5 is Y)
PRIVATE \ Initial Status
NONPRIVATE / Indicator

Element 9 - Options (2): (required when element 8 is
PRIVATE)
MANUAL \ Privacy Release
AUTO / Mode Indicator

All elements following the MADN FID must be separated by a space.
NONPRIVATE (Element 9) does not have a hyphen (-) and cannot be split
between two lines.

Below is a brief explanation of each of the MADN elements:

1. **MADN Type** - An SCA MADN can only have one call active at a time. An MCA MADN allows every member of the MADN to be on a separate active call simultaneously.
2. **Primary/Non-Primary** - This option indicates whether the associated appearance of the MADN is primary or non-primary (secondary) on this set. **NOTE: The Primary Directory Number does not necessarily have to be the primary appearance of the MADN.**
3. **Ring/No Ring** - This option indicates whether the associated appearance of the MADN will ring or not ring on this set.
4. **Denial Treatment** - Defines the type of audible treatment (silence or tone) that should be given to a member when the member is unsuccessful in accessing his MADN line, or when bridging is not allowed (e.g. not enough conference circuit cards).
5. **Bridging** - Indicates whether or not the MADN group has bridging capability to allow other MADN members into an active call.
6. **Conference Size** - Indicates the maximum conference bridge size (3-30) for this MADN group. This entry is only required if the MADN has bridging.
7. **Bridge Tone Required** - Indicates whether or not a tone should be heard by the external party and all active MADN members whenever a new member bridges into the call. This entry is only required if the MADN has bridging.
8. **Initial Privacy Status** - Indicates whether a call is **initially private** or nonprivate. This entry is only required if the MADN has bridging. If the call is **initially private** and the MADN has bridging capability other MADN members can be added to the call by using the Privacy Release feature. If the call is **initially nonprivate** privacy may be invoked by using the Privacy Enable feature.
9. **Privacy Release Mode** - Indicates the operating mode of the Privacy Release option. This option is only applicable to MADN groups whose Initial Privacy Status is **private**.

MANUAL allows only one member to bridge into a call after privacy has been released. Privacy is immediately reinstated as soon as a member bridges into the call. Privacy must be manually released each time a new member is added to the call.

AUTO allows any number of members to bridge into the call after privacy has been released. Privacy need only be released once when a conference is established. Privacy is restored by depressing the privacy release key a second time.

There are 2 types of MADNS. One is a MADN that has the **same DN as a PDN or station link (USOC M4CPA)**. This USOC is not a Category D USOC, does not establish a Toll Guide and PIC/PCA do not appear on the service order.

```
G1    KS1
I1    M4CPA/TN 205 555-1000    MULTIPLE APPEARANCE DIRECTORY NUM
      /CTX DSIDOG:0/KEY 1      SAME AS PDN/STA LINK, FIRST
/MADN M P R/CAT 3             (PRIMARY) APPEARANCE
```

```
G1    KS2
I1    M4CPA/TN 205 555-1000
      /PN 205 555-1020        MULTIPLE APPEARANCE
/CTX DSIDOG:0/KEY 3          DIRECTORY NUMBER
      /MADN M N R/CAT 3      SAME AS PDN/STA LINK,
      ADD'L. APPEARANCE
```

The second type MADN is **not a PDN or station link**. This is often referred to as a "phantom MADN". The USOC M4C1A is for the first appearance and USOC M4CAA are for secondary appearances on different sets.

M4C1A is a Category D USOC, requires a PIC/PCA, establishes a Toll Guide, however, it is not a line assignable USOC for FACS.

```
G1    KS 1
I1    M4C1A/TN 205 555-1010
      /PN 205 555-1000        MULTIPLE APPEARANCE
      /PIC 288/PCA BO, 06-20-94  DIRECTORY NUMBER
      /CTX DSIDOG:0/KEY 4/CAT 3  NOT PDN/STA LINE, FIRST
/MADN S P R SILENCE N        APPEARANCE
```

```
G1    KS 2
I1    M4CAA/TN 205 555-1010
      /PN 205 555-1020        MULTIPLE APPEARANCE
      /CTX DSIDOG:0/KEY 2/CAT 3  DIRECTORY NUMBER
/MADN S N R SILENCE N        NOT PDN/STATION LINE,
      ADDITIONAL APPEARANCE
```

These entries are on different key systems (KS numbers). M4CAA is a not a Category D USOC, does not require a PIC/PCA on their service order and doesn't establish a Toll Guide (established from M4C1A USOC). It is not a line assignable USOC for FACS. The MADN USOC must be in the MADN USOC column beside the PDN/DN that is a MADN. The MADN elements must be entered in the options column beside the PDN/DN that is a MADN.

PIC/LPIC - The PDN, any additional directory numbers and the MADN - not same as PDN/station link, 1st appearance requires a PIC entry.

Keylist - For per key features indicate the other keys to which this feature will apply.

PN (Primary Number) is shown anytime the number following the TN FID is different from the PDN of the set upon which it appears. The PN indicates the Primary Directory Number of the set. The data is a 7 digit TN. This is indicated in the options column beside the DN.

KEY (Key Number) indicates the key number on the set where the feature/DN will appear. The maximum number of keys varies by set type.

CAT - indicates the NCOS of the DN. Cat can be 1-3 numerics (values 0 - 255). Every appearance of a MADN requires the same CAT code. For example: 555-1000 is the PDN of KS 1 and has a CAT 3. It appears on 3 other sets. The CAT on the secondary MADN appearances must be CAT 3.

Additional Directory Number, Per DN

An Additional Directory Number can only appear on 1 key of 1 set. This USOC is a Category D USOC, requires a PIC and will establish a Toll Guide. It does not require an End User Common Line Charge (USOC 9ZR) or any of the hearing impaired/dual party relay/subscriber line charges that are applicable to an EBS Station Link. This USOC is not an assignable line USOC for FACS.

REQUIRED ENTRIES:

Directory Number in TN column

PN (# of PDN) in Options column

KEY - an ADN cannot appear on KEY 1

CAT - enter in NCOS/CAT column

PIC - enter in the PIC column

ROL - indicates whether the ADN will ring or not. Values are Y or N. Enter in Option column

MADN Worksheet - Page 78

Enter the MADN DN, type MADN-SCA or MCA, the PDNs of the EBS with this MADN and the associated Key.

CALL PICKUP DETAIL SHEET - PAGE 79

The negotiator can use this sheet to track TNs in a Call Pickup Group. There is no limit on the number of pickup groups the system can support. Telephone Numbers In This Call Pickup - List the telephone numbers in each call pickup group.

SPEED CALL GROUP DETAIL SHEET - PAGE 80

The negotiator can use this sheet to track TNs that are in a Speed Call Group. Enter the controlling TN (can change speed call numbers on the list) and the TNs that are users.

SECONDARY LOCATION ADDRESS (SLA)/DIFFERENT PREMISES ADDRESS (DPA) - PAGE 81

SLA/DPA Street Address - Enter the street address of the distant location.

Local Serving Office (LSO) Enter the LSO (the Central Office NXX that serves the premises).

SLA No. - Enter the SLA identifier. A SLA is a main station line located at an address which is different from the main location of the MultiServ. For example: main location is 123 Main Street, another main station is located at 555 Elm Street, which is the SLA.

DPA No. - Enter the DPA identifier, if applicable. A DPA is an extension of a main station line located at an address which is different from the address of the main location of the main station line. A DPA can be extended from a main station line located at the main MultiServ location or at an SLA. For example: main station 555-1200 is located at 3434 Spring Street and this number also appears on a set at 675 Peach Road, which is the DPA.

Telephone Number - Enter the telephone number being extended.

Interoffice Mileage - Enter the mileage, in mile increments, between the central office serving the MultiServ (FSO) and the central office serving the SLA or DPA (LSO).