Bellsouth Centrex (Resale)/UNE P Centrex Service Request
DMS 100 RF-3663
Line By Line for CLECS

Description:
The BellSouth Centrex (Resale)/UNE P Centrex Service request Form DMS100 RF-3663 is the main ordering vehicle for new (ACT=N) and ACT=T (if moving outside of existing central office) DMS100 BellSouth Centrex (Resale)and for new (ACT=N) and ACT=T (if moving outside of Central office and conversion of (ACT=V) UNE P Centrex Service. It is used as a preliminary inquiry to determine if capacity is available. It is then changed to a firm service order request. The same form should be used to make installations or revisions/changes after the service has been installed for additional/optional services such as UCD arrangements and initial and subsequent ACD installation, trunk side termination etc. **Note: Attach the LSR Form ,End User Form and DL form (DL Form only required when ACT TYPE=N) to this document when you are ready to process the order.** **Note: The "BellSouth® Centrex® Subsequent Ordering form is required when the ACT is C (with no optional features), V (BellSouth Centrex ONLY), S, T (if moving in the same central office), P, or Q and the Electronic Business Set P-Phone form is not submitted.**

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**</u>
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST – Sheet 1**</u>

Following is an item by item explanation for the information required on the Bellsouth Centrex (Resale)/UNE P Centrex Service Request DMS-100. Information requested, prior to Item 1, should be completed as follows:
    Check the appropriate square(s) In the Top right corner
       - Service Inquiry
      - Service Request

Top Left
 Check the type of service ordering
    Bellsouth Centrex (Resale) or UNE P

    Check the appropriate square(s)
    - Supplement
    - Conversion
    - Cancellation
    - Special Assembly
     - SCS (Systems Communication Service)
    - TSF (Tandem Switching Feature)
    - BFR (Bona Fide Request)
    - Centrex Control
    - Disconnect

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 1

Service Inquiry/Service Request:
This indicates that a Bellsouth Centrex (Resale) or UNE P service is being ordered. The same sheet(s) may be used for a Service Inquiry and Service Request. The CLEC must ensure that all appropriate sheets are completed and included for the service being requested.

Requested Service Date: This date should show the actual date the service is desired.

PON: The Purchase Order Number should be entered in this field.

Supplement:
If a supplement is required, the Supplement square is checked, and the Proposal Inquiry or Service Request square remains checked to indicate the status of the supplement.

Conversion:
If a customer converts from an ESSX/Digital ESSX to a DMS-100 Bellsouth Centrex (Resale) or UNE P Centrex Service, or changes from MultiServ/MultiServ PLUS system to Bellsouth Centrex (Resale)/UNE P Centrex Service, both the conversion square and the order square should be checked.

Centrex Control:
If the customer is or will be a subscriber to Centrex Control this square should be checked. When this form is checked the Centrex Control Initialization and/or Centrex Control Conversion Form should accompany this form.

.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 1

Item 1 - <u>End User Name</u> - Enter the end user's name.

Item 2 - <u>Date Issued</u> - Enter the date this form is sent for ordering. This date will remain unchanged.

Item 3 - <u>Date Revised</u> - Enter the date this form is revised for any subsequent activity, including orders and supplements.

Item 4 - <u>Present Address</u> - Enter the present end user address, including city.

Item 5 - <u>Type Business</u> - Enter the type business (i.e., motel, newspaper, insurance, etc.)

Item 6 - SIC - Enter the customer's SIC Code.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 1

Item 7 - <u>Customer Address (Proposed)</u> - Enter the customer's new address, including city, if different from Item 4.

Item 8 - <u>Telephone Number (Present) - Telephone Number (Proposed)</u> - Show the customer's present primary listed directory telephone number and proposed Telephone number if different.

Item 9 - <u>Negotiator</u> - The Negotiator is the CLECs contact person (Account Team/CRSG/CLEC Care Representative).

Item 10 - <u>Customer Contact</u> - **CLECs should put BST ICS Account Team/CRSG/CLEC Care name here.**

Item 11 - <u>Present Service</u> - 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.

<u>LINE BY LINE INSTRUCTIONS FOR: RF-3663</u>
<u>BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE</u>
<u>REQUEST – Sheet 1</u>

Item 12 - <u>Proposed Service</u> - Enter the number of digits required to dial station to station (i.e.4). Check consecutive number (#) range Yes or No. If No checked, enter list all non-consecutive numbers. If Yes checked, the Account Team/CRSG/CLEC Care will place a check in the appropriate square for Centrex) and fill in the blanks showing proposed number range.

Check the appropriate block indicating either Standard Common Block or Custom Common block.

Item 13- Premise contact- Enter the name of the person to be contacted at the premise.

Item 14 - <u>Total Number of Attachments</u> - Show in the space provided the total number of attachments included with this form.

Item 15 - <u>Serving Dial Tone CLLI</u> - Enter the actual Central Office which provides

dial tone for the Centrex Service. CRSG
will provide this information

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 1

Item 16 - <u>Local Serving Office (LSO)</u> –
Enter the actual Central Office (NPA/NXX) that the customer's premises is served from. This is used when the Centrex dial tone is provided from a FCO (Foreign Central Office).

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 1

Item 17 - <u>Customer Group Name (CTX)</u> is shown here to identify location in DMS-100 Centrex 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 18-Check if MegaLink, LightGate or FlexServ is being proposed/ordered for use with this Centrex Service.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 1

Item 19- <u>Outside Plant Facilities Information</u> - Prior to the release of this Form on a service Inquiry basis, the responsible Account Team/CRSG/CLEC Customer Care contacts (by telephone) the OSPE and determines the availability of the outside plant facilities required to serve the Digital (DMS-100) Bellsouth Centrex (Resale) 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 1

Item 20 - Central Office Facilities Information
- Prior to the release of this form on a Proposal Inquiry basis, the responsible Account Team/CRSG/CLEC Care contact personnel contacts (by telephone) the Processor Planner (PP) and determines the availability of the central office facilities required to serve the DMS-100 Bellsouth Centrex (Resale) 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 1

Item 21- <u>Assumed Dial "9"</u> - 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST -Sheet 2-3

Item 22 - <u>Network Access Registers</u> – Indicate if Multiple NAR groups are being ordered. If Yes, enter the number of groups. If additional NAR groups are required, this page should be duplicated for each separate group. Enter the quantity for the type Network Access Registers (NARs) to be added or removed. Enter the NCOS if Multiple NAR groups are selected.

Item 22A- Unbundled Miscellaneous Rate Element applies when adding additional NARS to UNE P Centrex Service When adding additional NARS, check the subsequent NAR activity USOC.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 4

Item 23- Enter Non-Consecutive Numbers

Digital (DMS-100) BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE REQUEST Sheet 5

All system and station features required by the BellSouth (NISC-CTG) to build/translate the Customer Group Name (CTX).
Accurately completing the following pages ensures that the customer is provided with telecommunication service that meets their needs.

The Direct Inward System Access (DISA) details and the DS1/DS0 information sheets will allow the NISC-CTG to establish the basic memory (CTX) for the DMS-100 Centrex 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.

If the Value isn't known enter the "Default Value" in the appropriate space. The "Value" column is provided for use in determining the minimum and maximum value of a feature.

CUSTOMER GROUP INFORMATION

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE REQUEST – Sheet 5

Customer Group Name – Account Team/CRSG/CLEC Care 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 by CRSG from the NISC/CTG and entered in the appropriate space.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE REQUEST – Sheet 5

Customer Translator Name – Account Team/CRSG/CLEC Care contact personnel will call the NISC/CTG and obtain the name of this table.

Digit Collection Name – Account Team/CRSG CLEC Care contact personnel 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

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 5

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 the page. 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 5

Account Code Capability - Check whether account codes are required and enter the number of digits between two and fourteen needed for account codes.

Authorization Codes - Check whether authorization codes are required.

Security Digits/Combined Authorization Codes- check whether security digits and/or combined authorization/account codes are required. Enter the length of the 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.

Announcement
Check YES if an announcement is the desired prompt.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 6

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 – If YES is checked 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 7

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

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 – CRSG should check with
the NISC-TR regarding the treatment number that will
be used for vacant codes and fill in that number.

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**</u>
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST – Sheet 7**</u>

<u>**Call Forwarding Don't Answer Timeout**</u> - 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-1555 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.)

<u>**Call Hold/With Announcement/and or Music**</u> - 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.

<u>**Call Hold for EBS/Announcement/Music**</u> – 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-
3663.

<u>**Call Forwarding Validation/Terminating**</u>
<u>**Validation/Routing Termination**</u> - 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.

<u>**Call Forwarding Inter-group Ring splash**</u> - Specify if
ring splash should apply to stations with call

forwarding - variable active, when an external call
is forwarded.
Note: If YES is selected for this option and your
customer has some types of key equipment, the ring
splash will generate ringing in the key equipment,
which means the set might start ringing and continue
to ring several times.
Calls are not answerable from the set, this is only
a reminder ring. This could in some cases lead to
erroneous trouble reports.

Calling Name Display (Non-Class) Intra-group - 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 Intra-group features on the station links.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST - Sheet 8

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, from the list,
this should apply to. Note: It can be applied to all
types.

Multiple Call Forwarding-Call Forwarding Multiple
Simultaneous
This option specifies whether multiple call
forwarding is required for each type of call
forwarding. If you do not select this option only
one call will forward at a time during call
forwarding. If you select multiple call forwarding
for busy and don't answer the personal call
screening options for busy and don't answer are
meaningless, since the base station is free to
accept additional calls.

Busy Treatment - Check Yes if the Centrex 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.   <u>Forward to Non-Idle Station</u> - If the CFB feature is to forward calls when the base station is in a NON-IDLE state check Yes otherwise check No.

<u>Call Park</u> - With the appropriate line assigned option, this permits a Centrex 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 the ANNOUNCEMENT page.

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

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

<u>Optional Call Forward Links</u> - This option is designed to specify the number of times that a call may be forwarded in an Bellsouth Centrex (Resale) group. Can be set from 1-5 calls and applies to all call forward types.

<u>Call Transfer Warning Tone</u> - 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).

<u>Call Transfer</u> - Select the call transfer option that will apply to all stations in the customer group. The customer group call transfer can be overiden to CTALL on a station basis using the

Appropriate feature group with Call Transfer System Exception.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 9

The following information outlines how to select call transfer. Inter-group refers to calls from outside of the Centrex and intra-group refers to station to station calls within the Centrex.

 Call Transfer Incoming - If the customer elects to transfer only incoming inter-group calls to intra-group locations, check this option. The first leg of the call <u>must</u> be inter-group and the second leg of the call <u>must</u> be intra-group.

<u>**Call Transfer Outgoing**</u> - If the customer elects to transfer only incoming or outgoing inter-group calls to intra-group locations, check this option. The first leg   of the call <u>must</u> be inter-group and the second leg of the call <u>must</u> be in-tragroup.

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 9</u>

<u>**Call Transfer Intra-group**</u> - If the customer elects to transfer any inter-group or intra-group calls to an intra-group location, check this option. The first leg of the call <u>can</u> be inter-group or intra-group and the second leg of the call <u>must</u> be intra-group.

<u>**Call Transfer All**</u> - Allow the transfer of any inter-group or intra-group calls to any inter-group/intra-group location. The first and second legs of the call can be inter-group or intra-group.

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

<u>**Custom**</u> - 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 Inter-group (DOD)
Originating Intra-group (Station-to-Station)
Terminating Inter-group (DID)
Terminating Intra-group (Station-to-Station)

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

Orig. INTRA - The call can only be transferred to another station within the Centrex. The second leg of the call is an intra-group call.

Termin. INTER - The call can only be transferred to a location outside the Bellsouth Centrex (Resale). The second leg of the call is an inter-group call.

Term INTRA - The call can be transferred to a location within or outside the Centrex. The second leg of the call can be an intra-group or inter-group call.

Note: NOCXFER - 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 Inter-group, 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.

Announcement/Music -
Check if announcement and/or music should apply to the waited call. If both are checked no, silence will apply. If Music/Ann is check complete page 35.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST - Sheet 10

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 the announcement page. 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 Centrex/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 Centrex 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.

Display - Input is required only when your customer has multiple Centrex 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 Centrex 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.

Inter-group - 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 Centrex private facilities detail page 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 10

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. CRSG will work with the NISC-CTG and
enter the type of treatment external calls should
receive.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 11

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".

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**</u>
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST-sheet 11**</u>

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.

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**</u>
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST-sheet 12**</u>

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 (Multiple Appearance
Directory Number)- This option permits an Bellsouth
Centrex (Resale) 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). The five levels of restriction are:

(0) All Calls permitted by the line's NCOS are allowed.
(1) Only intra-group calls and those calls specified on an established exception list are allowed.
(2) Only intra-group 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 (Station Meassage Detail Recording) -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
(Foreign Exchange) 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 and send a form 9185 A to comptrollers.

SMDR - Record Digits as Outpulsed by DMS-100 -
Specify whether digits as out-pulsed should be
recorded on SMDR. This option provides the digits
as - 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 13

PRIVATE FACILITY GROUP DETAIL

Facility Detail List the type of customer owned trunk/facility groups to be provided with the Bellsouth Centrex (Resale)/UNE P Centrex system. Example: Atlanta FX lines ,WATS lines, Band 5 WATS lines, MCI lines, Tie Lines to Miami, Fl etc.

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 Trunk/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.

      (O) 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 Trunk/Foreign
      Exchange/Foreign Central Office
      Service.
      WATS - WATS or 800 service.

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

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

<u>Billing DN (Directory Number)</u> - 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 Bellsouth Centrex (Resale) number range. An STN (Screening Telephone Number)is required only for services terminated by a VFG (Vitual Facility Group). The STN may or may not be within the Bellsouth Centrex (Resale) number range.

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

<u>TGN or VFG</u> - CRSG will enter the Trunk Group Number (TGN) or VFG alphanumeric. The TGN is supplied by the NISC-CPG and is up to 4 numeric. The VFG is supplied by the NISC-CTG and is 6 alphanumeric.

<u>Location (Distant End</u>) - Enter the Distant End Location of each trunk/facility group, includes city and state. Not required for WATS. Enter the equipment type on the Distant End of each trunk/facility group. For example, ROLM PBX.

<u>WATS Band</u> - Enter the WATS Band number.

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

<u>TVDS Access Code</u> - Enter the Trunk Group Access Code if TVDS is answered (Y).

<u>Subgroup Number</u> - Show the attendant console subgroup number to which these trunks/facilities are assigned. Console service is not offered for Bellsouth Centrex (Resale), enter 0.

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

Destination Telephone Number - On 2WAY and INC trunk/facility groups, where in-pulsing is NONE, enter the destination telephone number this facility is directed to (i.e. UCD Primary Directory Number, Lead Number of MLH (Multi Line Hunt), Station Number, etc.). This TN must be in the Bellsouth Centrex (Resale) 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.

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 – Multi-frequency, 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 Multi-frequency, this is the
industry term which equates to the AT&T
trademark of Touch Tone or Northern Telecom's
term of Digit tone. 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).
Distinctive Ringing Type - If Trunk Distinctive
Ringing is selected, enter Type. Valid entries
are 1 - 5.

NCOS - 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 by noting the outward access code. For station to station enter S for station.

 Access Code: Enter the requested code to use for accessing the facility being defined.

 Distinctive Ring Type: Check YES/NO for distinctive ring preference. If YES is checked

the ring for intra/inter group calls will have a different ring.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST-sheet 14

 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 outpulse all the digits at one time using a transmitter.

Enter an (N) if Non-Senderized Outgoing applies to this trunk/facility group. For a trunk/facility group that handles calls originating from the Bellsouth Centrex (Resale) (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 outpulse a variable amount of digits as it receives those digits.

Fixed Out-pulsed Digits - Specify the number of digits (up to 12) that the Bellsouth Centrex (Resale) should store before out-pulsing 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.

<u>SMDR</u> - 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. If line screening is not utilized, leave blank.

Intra-group - Enter (Y) if inter-group calls to and/or from this trunk/facility group are to be considered intra-group.

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 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 Bellsouth Centrex (Resale) 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 Centrex switch is the Station/Closed end of the circuit, a Centrex 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 Switch capacity manager (SCM).

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 15-16

LINE SCREENING CODES/FLAGS

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 0ll 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
Centrex.

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

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

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.

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**</u>
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST – Sheet 17**</u>

<u>**CODE RESTRICTION LEVELS (CRL)**</u>

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 Centrex customer to define certain restrictions for stations through the Network Class of Service (CAT). Each Bellsouth Centrex (Resale) 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)

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 18-21

Define the NCOS for the Centrex 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, 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.

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**</u>
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST – Sheet 22**</u>

<u>**AUTHORIZATION CODE LISTING WORKSHEET**</u>
Total # of Authorization Codes, Security Codes, and
Auth. Group
Name.

INITIAL/SUBSEQUENT Enter main station line in the
appropriate ACTIVITY section.
When the transaction is new use the initial section.
When the transaction is a move, change and/or deletion
use the subsequent section.
Stations may be scoped, if identical.

AUT Code Range   List either individually or by range
                  the assigned authorization code (max.
                  64,000). Each code is determined by
                  the customer depending on specific
                  needs. The length of the codes is
                  fixed per customer group and is 2-10
                  digits.

Security Code   List each assigned security code as
                  required. The length is variable.

Station Specific Enter a check mark for the
                  authorization codes that are station
                  specific.

Super   Enter a check mark for the
                  authorization codes that are super.

Auth.Group Name   Enter the 16 alphanumeric character
                  partition name to identify the
                  customer's authorization codes.
                  Assigned by Account Team/CRSG/CLEC
                  Care/NISC.

CAT/NCOS   Enter the CAT/NCOS. The purpose of an
                  authorization code is to allow certain
                  persons to complete calls over
                  restricted facilities.

The assigned CAT/NCOS for each AUT determines the type of facilities to be accessed.

Note: Use the top portion of this form for initial set-up and the bottom half for changes once the service is installed.

Authorization Codes are assigned sequentially for easy assignment, randomly for security purposes.

This sheet is used by CRSG as a worksheet to obtain the accurate count of codes used.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 23

AUTOMATIC ROUTE SELECTION

Patterns

Build the basic ARS patterns on this page, starting
with pattern 01.

Destination- The destination column is the ultimate
destination of a remaining six 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 24-25

Per Pattern

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

Central Office- Enter the NPA NXX

CTX- Enter the Centrex number of the Centrex System.

Supplemental Issue Date- Enter the date the
supplemental request is sent for processing.

<u>**PRE-SET CONFERENCE DETAIL SHEET**</u>

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**</u>
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST – Sheet 26**</u>

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 pre-designated numbers.

Pre-set Conference Directory Number Fill in the
seven digit Centrex station number to be used as the
Pre-Set Conference directory number

NCOS- enter the appropriate NCOS.

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

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

Originator Control-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.

Immediate Start 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.

Directory # of-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.

<u>LINE BY LINE INSTRUCTIONS FOR: RF-3663</u>
<u>BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE</u>
<u>REQUEST – Sheet 27</u>

<u>MEET-ME CONFERENCE DETAIL SHEET</u>

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

Meet Me Conference Number-Fill in the seven digit Centrex station number to be used for Meet-Me Conference. There are a maximum of sixteen (16) Meet-Me-Conference numbers per customer group.

Line Screening Code- Lines having access to the Meet-Me conference must have compatible Line Screening Codes (LSC).

DID N/Y /DID Originator
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.

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

<u>Check Option</u> - 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 28-29

ELECTRONIC BUSINESS SET (EBS) DISPLAY MESSAGES -

-

This page is used to create customized reasons for EBS Display
sets. CRSG will obtain the Name (1-15 alphanumeric) for this set of
messages (reasons) from the NISC-CTG and enter it 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
   appro line.

REASONID	SUGGESTED TEXT
EXTERNALMSG	Outside Call
CONFMSG	Conference
BARGEINMSG	Barge 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
INSPAUL
 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 form
    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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 30-32

NETWORK/FEATURE ACCESS CODES

Recommended Access Code/Access Code/Auth Acct/SMDR
RAO-
The Recommended Codes are preprinted on the RF-3663,
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.

Feature/Network Type- check the selected features

Note 1: The Call Number Delivery Blocking (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.

Note 2: There are no suggested "use" codes for Speed
Call Short.

Note 3: If Speed Calling Long is 50 or 70 number
list must have Customized Common Block.

Note 4: In states where Call Tracing-Per Successful
Trace/Activation is approved/mandated the
appropriate activate/access code must be established
for the customer group

Table Name/Option/Field Name/Value and Default
information will be obtained from the NISC/CTG form
the CRSG.

LINE BY LINE INSTRUCTIONS FOR: RF-3663

**<u>BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 33</u>**

<u>TIME OF DAY SYSTEM</u>

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.
Station range:

<u>Column Description</u>
Station Range- Enter the station telephone numbers
in a consecutive range, that are being used to
comply with Toroutinchange. (i.e.529-1011-1020
consecutive numbers)

Time Range Number- Enter the number associated with
    Associated with the Number (0-9,A-F) time range
                    listed.
    (Action Point)

    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 "FRCM" and "To" CAT/NCOS.

<u>LINE BY LINE INSTRUCTIONS FOR: RF-3663</u>
**<u>BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 34</u>**

<u>UNIFORM CALL DISTRIBUTION (UCD) TABLE –</u>

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/intra-office 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 34

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.

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**</u>
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST – Sheet 34**</u>

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

<u>Priority Promotion Timer</u> - 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.

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

<u>Delayed Billing</u> - 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).

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

<u>Abandon Position Release</u> - 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.

<u>Maximum Queue Size</u> - The maximum number of calls allowed in queue at any time. When either **LINE BY LINE INSTRUCTIONS FOR: RF-3663**
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST – Sheet 34**</u>

MAXCQSIZ 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 MAXCQSIZ 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 Account Team/CRSG/CLEC Care/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 Centrex Operating Standards for additional information.
LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE REQUEST – Sheet 34

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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST - Sheet 35

ANNOUNCEMENTS

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).

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST - Sheet 36

ANNOUNCEMENTS

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

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST - Sheet 37

NETWORK SPEED CALLING LIST DETAIL SHEET

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 sheet.

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-TR use.

Enter Speed Call Number, Destination Number and CAT/NCOS as required.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 38

GROUP INTERCOM (GIC) WORKSHEET

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 numeric. The Group Name is assigned by CRSG.
If Group Intercom All Call (GIAC) is assigned to a Group Intercom enter the number assigned.

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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663 CENTREX
SERVICE REQUEST – Sheet 39

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

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 40

DIRECT INWARD SYSTEM ACCESS (DISA)

Section 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.

Column	Description
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.
AUTH (Y/N)	Enter "Y" when AUTHs are applicable.
Simultaneous Access	Enter the number of access per TN.
NAR NAME/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.

Bellsouth Centrex (Resale)/UNE P Centrex Service Request
DMS 100 RF-3663
Line By Line for CLECS

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 41

DSO LEVEL DETAIL

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 Bellsouth Centrex (Resale) 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 CLLIBellsouth
Centrex (Resale)XXX
                                        |
          11 character CLLI of the Bellsouth Centrex
          (Resale) 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-
1596. 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
CLLIBellsouth Centrex (Resale)XXX
```

Enter the Network Access Code associated with each
facility type.

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**</u>
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST – Sheet 42**</u>

<u>**HUNTING DETAIL SHEET**</u>

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

<u>Distributed Line Hunting (DL)</u> - 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.

<u>Multiline Hunting (HML-RG)</u> - 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.

<u>**Hunting Options**</u>

<u>Circular Hunting (CIR)</u> - 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.

<u>Overflow to a Directory Number (ODN)</u> - 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.

<u>**LINE BY LINE INSTRUCTIONS FOR: RF-3663**</u>
<u>**BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE**</u>
<u>**REQUEST – Sheet 43**</u>

<u>**COMMON ITEMS – sheet 43**</u>

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
<u>totally</u> and <u>accurately.</u>

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

<u>Type Activity and Quantity</u> - Show quantities
being installed or removed.

<u>**Class of Service**</u>
- If service request is for UNE P Centrex service enter
Class Of Service for DMS-100 UNE P Centrex **UEP9D**

- The class of service for BellSouth Centrex is
determined by the pricing plan.
- If Request is for BellSouth Centrex (Resale) Enter
the appropriate Class of Service. The rates for
the common equipment may be stabilized under one
of five different plans:
- Plan 1 12 months
- Plan 2 24 months
- Plan 3 36 months
- Plan 4 48 months
- Plan 5 60 months

Note: pricing information can be found in the
A12.25.6 General Subscribers Tariff

Type Service	Payment Plan USOC				
	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5

Flat	CENFD	CENGD	CENHD	CENJD	CENKD
Measured	CENRD	CENQD	CENPD	CENND	CENMD
Message (GA & FL)	CENSD	CENTD	CENUD	CENVD	CENWD

Standard Common Block- Check if Centrex will
have standard common block

Common Block customized at Subscriber's Request
Check if Centrex will have optional features

Training Charges - Apply as required for
Bellsouth Centrex (Resale) Only.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 44

Dedicated Private Facility Access

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

Trunk side termination-list each CLS for each
termination

Miscellaneous Line Terminations - Enter the CLS,
800 or Out WATS 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. <u>Each DS1 circuit that terminates in
the Bellsouth Centrex (Resale) will require a
DS0 Level Detail Attachment and the Private
Facility Detail Pages</u>.

**<u>LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 45-47</u>**

Optional Features:

<u>Account Codes</u>– To be provided by the CLEC.

<u>Assumed Dial "9"</u> - This feature should not be
established on Official Services systems.

<u>ARS-</u>Check if Centrex is to have Automatic Route
Selection Basic or Deluxe.

<u>Authorization Codes</u> – To be provided by the CLEC.

<u>Conference Arrangements</u> - Enter TNs of conference
members.

Hunting Arrangements
<u>UCD</u>
Enter the UCD Group Name and UCD TN. One UCD Group
Name and TN is required for each UCD Group.

<u>Simplified Message Desk Interface</u> - Enter the
Input/Output Channel(IOC) Number and Message Desk
Number(s) beside the appropriate Data Link USOC
(M3K2A/M3K9A).

<u>ACD</u> - 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.

<u>Centrex Control</u> - complete when a customer subscribes to Centrex Control.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 48-82

STATION LINK PAGES

when appropriate, will be completed by the
CLEC/Negotiator after a firm order is received from
the customer.
The LCSC will write the station orders from the
station work sheet and other pertinent pages.

STATION WORKSHEETS
The Station Worksheets are the primary pages for
station configurations. will be used by the Service
Center to issue station orders.

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

- NON-EBS Station Worksheet – sheet 48-51
- NON-EBS ACD Station Worksheet – sheet 52-53
--EBS or EBS with ACD-Station Worksheet sheet–54-56
  Standard Features sheet 57-59.
  Optional Features sheet 62-63.
- EBS Sheets 64-82

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

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.

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. This Hunting is not compatible with ACD. Note: 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 - This is for Inter company NISC-CTG use only and will be utilized by them.

NON-EBS STATION LINKS

Select the appropriate UNE P port USOC.
UNE P Centrex -Complete the USOCs for 2-Wire Ports.
The **fourth** character of the port USOC is:
Y=Basic Local Area
Q=Alabama, Kentucky, Louisiana, Mississippi, Tennessee
H=Georgia, Florida, South Carolina
U=North Carolina

Select the appropriate Bellsouth Centrex (Resale) Link USOC.

Bellsouth Centrex (Resale) -Complete the USOCs for Stations Links.
The **fourth** character of the link USOC is:
F=Flat Rate
R=Measured Rate
S=Message Rate.

Check the corresponding column for the Station Link. Enter the Customer Group Name (CTX) from sheet 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 Bellsouth Centrex (Resale) station link and the UNP P Centrex port for measured service. The data behind the PLNC FID is eight to twelve characters. The first character will be an alpha that represents the state i.e., A=Alabama. The next three characters MSR, denote Centrex. The last four characters are numeric and identify the measured service type. 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 Bellsouth Centrex (Resale)
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=Bellsouth Centrex (Resale) code
                    XX=measured service type
                    YY=rate indicator

ALABAMA Options For Bellsouth Centrex (Resale)

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

Alabama Options For UNE P Centrex
    Area calling service
            Option 1 capped   AMSRBA43

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

 LOUISIANA OPTIONS For Bellsouth Centrex (Resale)

        LOS-B Option 1 capped   LMSRDC61
        LOS-B Option 2 capped   LMSRDE61

        LOS-A Flat rate   LMSRAR33
            (measured in expanded area)

LOUISIANA OPTIONS For UNE P Centrex

LOS-B Option 1 capped   LMSRDC61

LOS-A Flat rate   LMSRAR33
(measured in expanded area)

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

MISSISSIPPI OPTIONS For UNE P Centrex

 Area Calling plan
  Option 1 capped MMSRAH18

KENTUCKY OPTIONS For Centrex Service

 Area calling plan
  without LUD   KMSRER79
  with LUD   KMSRFR79
  premium   KMSRES79

KENTUCKY OPTIONS For UNE P Centrex
 Area calling plan
  without LUD   KMSRER79

TENNESSEE OPTIONS For Bellsouth Centrex (Resale)

 RegionServ (existing plan)
  standard   TMSREE66
  discount   TMSREF66

TENNESSEE OPTIONS For UNE P Centrex
 RegionServ (existing plan)
 standard   TMSREE66

FLORIDA OPTIONS For Bellsouth Centrex (Resale)

 -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 *****

FLORIDA OPTIONS For UNE P Centrex

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

    Message Plan code   FMSRC019 *****
    *6th character is zero (0)

GEORGIA OPTIONS

    Georgia community calling   GMSREL74
    Sharing and Resale   GMSRA827

    Message Plan code   GMSRC019 *****

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

GEORGIA OPTIONS For UNE P Centrex

    Georgia community calling   GMSREL74

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 *****

SOUTH CAROLINA OPTION For UNE P Centrex

    Area Plus Service no discount
SMSRFU93

  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).**
NORTH CAROLINA OPTIONS For UNE P
    Regional Connection
    - Community caller Plus   NMSRDW65

For Centrex Products, the Class of Service will be
Measured whenever a Local Calling Plan is selected.
The exception to this rule is LOS-A in Louisiana,
where a Flat Rate class of service is used. 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/port.

Usage Package Additive USOCs For Calling Plans

In AL, KY, LA, MS and SC an additive USOC is
required per link (Bellsouth Centrex (Resale)) or
per NAR (Bellsouth Centrex (Resale) 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

ALABAMA

    Area calling service For UNE P Centrex
        Option 1   UPPE1

PLNC CODES (continued)

LOUISIANA

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

LOUISIANA For UNE P Centrex
```
        LOS-B Option 1     UPPEL
        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
```

MISSISSIPPI For UNE P Centrex
Area Calling Plan
```
        Option 1 capped        UPPO1
```


KENTUCKY

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

KENTUCKY For UNE P Centrex
Area Calling Plan
```
        with LUD           UPPMA
```


SOUTH CAROLINA

Area **Plus Service**

```
    20% discount       B2P
```

50% discount   B5P

TENNESSEEb

    RegionServ
    Discount usage   UPPMR

-The other states do not have an additive USOC.

TENNESSEE For UNE P Centrex
    RegionServ
    Discount usage   UPPMR
-The other states do not have an additive USOC.

Bellsouth Centrex (Resale)/UNE P Centrex Service Request
DMS 100 RF-3663
Line By Line for CLECS

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)

**Combinations of Flat/Message or Flat/Measured are
not allowed with BellSouth Centrex Poroducts.**

If a station link/port 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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST –

NON-EBS ACD STATION LINKS

See previous instructions under **STATION
WORKSHEETS** EBS sheets 64-82 to complete this
first section.

 UNE P Centrex -Complete the USOCs for 2-Wire
Ports.
The **fourth** character of the port USOC is:
Y=Basic Local Area
Q=Alabama, Kentucky, Louisiana, Mississippi,
Tennessee
H=Georgia, Florida, South Carolina
U=North Carolina

Complete the USOCs for Bellsouth Centrex
(Resale) Stations Links.
The **fourth** character of the link USOC is:
F=Flat Rate
R=Measured Rate
S=Message Rate.

If station link is in a different serving wire
center (Link USOCs M4L_M,UEP_M or M4L_Z,UEP_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.

    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.)

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST ELECTRONIC BUSINESS SET (EBS) WITH OR
WITHOUT ACD

Voice Loop-
Enter appropriate loop for UNE P port.
Design=UECS2;Non design=UECS1.
Enter one intercom USOC per UNE P port. USOC URECS.

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.

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 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, UEP_0; M4L_P, UEP_P;
M4L_Q,UEP_Q; M4L_R,UEP_R; M4L_S,UEP_S;
M4L+4,UEP_4; M4L+5,UEP_5; M4L_6,UEP_6;
M4L_7,UEP_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.

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)

Standard Feature List

Check the column for the features to be used on the line. Enter the appropriate additional information if necessary.

Enter one feature UNE P USOC USEPF per port with standard feature.

OPTIONAL FEATURES

Check the feature appropriate features.

Refer to your state tariff for feature availability.

Enter one feature UNE P USOC USEPF per port with feature MZUAD DISA
Enter one feature UNE P USOC USEPS per port with features:
M2HM3 Auto route Selection
CENOC Route Sel patterns, per pattern
CENO8 Route Sel add, delete, chg per pattern
M3QLB Time Of Day
M3QCB Add Delete per occasion Time of Day

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.

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

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 over-
emphasized.

EBS will always be negotiated by CLEC/CRSG

The pages 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

<u>Where a MADN is Primary on an EBS but is not the PDN</u>

Example: **IMGP 2055551666 5551000, 5551020**
                    | | |
                  MADN | PDNs of other sets
this MADN

                                  | appears on

                                  |
                    PDN of EBS where this MADN has
its

                    primary appearance

This is referred to as a "Phantom MADN."

6. Station link directory numbers (TNs) appear on Key
   1 and are referred to as the Primary Directory
   Number of the set.

 EBS (OLD SET) EBS (NEW SETS)

These pages are used to order/translate lines and
features that will appear on the 1st 9-12 keys of
the set. These pages should be attached to page 59.
Pages 67-69, 73-77 and 80-81 are used for add on
modules to the basic sets.

<u>Display Yes or No</u> - Enter a check mark to indicate
if the set has display or not.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST

<u>Additional Module S1, S2, S3 and None</u> –
Up to 3 add-on modules may be attached to the right
side of the set. Enter a check mark to indicate if
add-ons are applicable to a given set. S1 indicates
the 1st add-on, S2 indicates the 2nd add-on, S3
indicates the 3rd add-on and None indicates no add-
on modules. M4ETP is the USOC for the add-on module
for the old PSET. TTYD reflects the FID following
this USOC.

<u>Additional Modules</u> –
Check to indicate if add-ons are applicable to the
set, the type add-on (M518, M536, or M522) and if
add-on is M518 is it the first, second or third add-
on module.

The configuration for add-on modules will be ordered on sheets 107-114 for Old style EBS (PSET) for new style EBS.

<u>Lamp</u> - 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.

<u>USOC/TN</u> - 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 DNs 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 <u>primary</u> <u>appearance</u> 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 envoked 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 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 555-1000/PN 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 555-1010/PN 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         APPEARAN

G1  KS 2
I1  M4CAA/TN 555-1010/PN 555-1020       MULTIPLE
APPEARANCE          /CTX DSIDOG:0/KEY 2/CAT 3         DIRECTORY NUM
     /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 <u>MADN USOC</u> 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 <u>must</u> 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

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

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE REQUEST

CALL PICKUP DETAIL SHEET

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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE REQUEST
SPEED CALL GROUP DETAIL SHEET

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.

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE REQUEST – Sheet 83

SECONDARY LOCATION ADDRESS (SLA)/DIFFERENT PREMISES ADDRESS (DPA)
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 Bellsouth Centrex (Resale). 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 Bellsouth Centrex (Resale) 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
Bellsouth Centrex (Resale) (FSO) and the
central office serving the SLA or DPA (LSO).

LINE BY LINE INSTRUCTIONS FOR: RF-3663
BELLSOUTH CENTREX (RESALE) / UNE P CENTREX SERVICE
REQUEST – Sheet 84--91

AUTOMATIC CALL DISTRIBUTION (ACD)

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.

<u>Supplemental ACD Numbers</u> - A maximum of sixteen (16) supplemental directory numbers <u>may</u> <u>be</u> 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).

<u>Unanswered Call Ringing Threshold</u> – CRSG will enter the ringing threshold, in one (1) second increments, after which an unanswered call which is ringing on an agent's phone will be queued 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-CTG to find out how TABLE OFCENG is data filed.

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 pre-populated with N.

Maximum Call Queue Size - Enter the maximum number of calls, between 0-511, that can be put 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 Bellsouth Centrex (Resale) 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. <u>ACD with NMR</u> - 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. The DEFLOB parameter defines a
   default\ne of Business Code; this is the code
   which will be sent 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. <u>Multi-Stage Queue Status</u> - 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 data filled 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. <u>ACD Called Name/Number Display</u> - **# Display Digits**
   - Indicate how many digits of the ACD DN the agent
   will see in his display.

8. <u>Music/Announcement</u> - 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. <u>Management Report Interface</u> - Respond yes or no.

    ACD with NMR Pool/Password – BellSouth (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 out event 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 Sub-pool/Password Assignments - The SUBPOOL and POOL password assignments will be made by tBellSouth.

10. <u>Non-Immediate Cutoff</u> - 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 <u>Time Delay Deflection</u> - Yes, enables the customer to activate the Overflow of queued 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 PRI0ONLY 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. <u>Incoming Overflow Queue</u> - 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.
    P0FIRST - 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. <u>Transfer to ACD Agent INCALLS</u> - Enables ACD agent to transfer an ACD call to the In-Calls 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. <u>ACD Call Transfer w/Time</u> - 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. <u>Announcement From Originating Group</u> - Announcement ID from originating group

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

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

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

18. <u>ACD Call Park</u> - Opetion 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. <u>Supervisor Emergency Key</u> - Fill in the Supervisor's Subgroup Number for each emergency recorder. In the TN portion, input the Bellsouth Centrex (Resale) 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. <u>Announcement Prior to Night Service</u> - This sends an incoming call to a recorded announcement before being forwarded to another destination. NISC-TR provides the NSAUDGRP assignment.

22. <u>Controlled Interflow</u> - 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. <u>Time Display Threshold Routing</u> - Specifies the
route the
call is redirected to when the Threshold Timer
expires. IBN
or OFRT (Office Route) and Index number (route
number).

24. <u>Forced</u> <u>Announcement</u> <u>For</u> <u>Incoming</u> <u>Calls</u> -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. <u>Forced</u> <u>Announcement</u> <u>For</u> <u>OverFlow</u> <u>Calls</u> - Option
FOAUDIO.
Specifies that all calls rerouted to an overflow
receive
an announcement prior to rerouting.

ACD ENHANCED LOGIN ASSIGNMENTS

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

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 -

1. SCAIREDIR - An ACD group option (SCAIREDIR) is
   the option that
   adds COMPUCALL service to an ACD group. When this
   option is added sub-fields MSGTO, NCOS and BILLDN
   must be data filled.

   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)
   Link alarm - 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 require different
             sub-fields. All sub-fields 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 data
              filled 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.