

CHECK SHEET

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0-1.5	5th	0-1.30	9th	0-13	3rd
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0-1.13	11th	0-1.38	9th	0-19	Original
0-1.14	19th	0-1.39	34th	0-20	Original
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(Filed under Transmittal No. 295.)

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REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd)

The following publication is referenced in this Tariff and may be obtained from I.T.S., F.C.C., 1919 M. Street NW, Washington D.C. 20554.

Qwest Corporation
Tariff F.C.C. No. 2
Issued: August, 1989 Available: August, 1989

The following publication is referenced in this Tariff and may be obtained from Nortel Networks / MS D15010B6, 35 Davis Drive, RTP, NC 27709.

Nortel Networks
Issue No. 15.0
Issued: September 6, 2000 Available: September 6, 2000

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9. DIRECTORY ASSISTANCE SERVICE

9.7 OPERATOR SERVICES-AUTOMATIC CALL DISTRIBUTION SERVICE (OS-ACD)

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A. General

The Company will use Nortel's Traffic Operator Position System (TOPS™) to provide Operator Services-Automatic Call Distribution (OS-ACD) Service. (TOPS™ is a Nortel registered trademark.) OS-ACD Service will provide operator distribution functionality to customers who deliver calls to the Company's network. The Company will queue, route, and manage calls to customer-provided operator terminals that are compatible with Nortel's Open Position Protocol (OPP). The number of positions served and the call processing capacity of OS-ACD Service is engineered based on the customer's requirements and the Company's available capacity.

1. The customer is responsible for transport facilities required to transport calls to the designated OS-ACD switch.
2. The customer is responsible for interconnecting facilities between the designated OS-ACD switch and the customer's Operator Service Position (OSP).

B. Availability

OS-ACD Service is available at switch locations designated by the Company and as identified in National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4. Additional switch locations will be added, and will be published in the NECA Tariff F.C.C. No. 4, as facilities become available.

C. Technical Requirements

Nortel's Open Position Protocol (OPP) is used as the network interface between OS-ACD Service and the customer's OSPs. The OPP network interface is defined in Nortel Document No. NISQ214-1. Compatible customer-provided equipment (CPE) and software will also be required.

D. Rate Regulations

1. Rates are applied per call delivered to the Company's network.
2. Testing and implementation is required and will be priced on an individual case basis.

E. Rates and Charges

OS-ACD Service, per call \$0.0524

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(Filed under Transmittal No. 295.)

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Effective: October 17, 2006