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EMBARQ™

Embarq Corporation
Mailstop: FLTLHO0102
1313 Blair Stone Rd.
Tallahassee, FL 32301
EMBARQ.com

January 2, 2007

Ms. Blanca Bayó, Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED FPSC
07 JAN - 2 PM 4:44
COMMISSION
CLERK

CMP _____ RE: Docket No. 060644-TL, Petition to recover 2005 tropical system related costs and expenses by Embarq Florida, Inc.

COM _____
CTR _____ Dear Ms. Bayó:

ECR _____ Enclosed for filing on behalf of Embarq Florida, Inc. is Embarq's Late Filed Deposition
GCL _____ Exhibit No. 1 for Kent W. Dickerson, of which we request that you file in the captioned
OPC _____ docket.

RCA _____ Copies are being served on the parties in this docket pursuant to the attached certificate of
SCR _____ service. Due to Exhibit No. 1 being so voluminous, Embarq is filing one copy with the
SGA _____ commission clerk and two copies with commission staff. Copies will be provided to
SEC 1 outside parties only upon request.

OTH _____ Please acknowledge receipt of this filing by stamping and initialing a copy of this letter
and returning same to the courier. If you have any questions, please do not hesitate to
call me at 850/599-1560.

Sincerely,

Susan S. Masterton

RECEIVED & FILED

FPSC-BUREAU OF RECORDS

Susan S. Masterton
COUNSEL
LAW AND EXTERNAL AFFAIRS- REGULATORY
Voice: (850) 599-1560
Fax: 000(850) 878-0771 MEMBER-DATE

00037 JAN-26

FPSC-COMMISSION CLERK

**CERTIFICATE OF SERVICE
DOCKET NO. 060644-TL**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by hand delivery*, electronic and U.S. Mail this 2nd day of January, 2007 to the following:

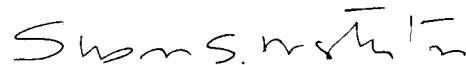
Jason Fudge * (w/attachments)
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
jfudge@psc.state.fl.us

Beth Salak * (w/attachments)
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
bsalak@psc.state.fl.us

Office of Public Counsel
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c/o The Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, FL 32399-1400
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Sheehan, PA
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Matthew Feil/Allison Hicks
Florida Digital Network, Inc.
2301 Lucien Way, Suite 200
Maitland, FL 32751
mfeil@mail.fdn.com / ahick@mail.fdn.com



Susan S. Masterton

**Embarq Florida, Inc.
FPSC Docket No. 060644-TL
Deposition of Kent W. Dickerson
Late Filed Exhibit No. 1
State of Florida Contract**

See Attached Documents

(Due to the voluminous nature of the documents, Embarq will provide a copy to the parties only upon request.)

SERVICE AGREEMENT

BETWEEN

STATE OF FLORIDA

DEPARTMENT OF MANAGEMENT SERVICES,

DIVISION OF INFORMATION TECHNOLOGY AND
TELECOMMUNICATIONS

(Hereinafter referred to as the State)

AND

SPRINT - FLORIDA, INCORPORATED

(Hereinafter referred to as Sprint)

FOR

STATE AND LOCAL GOVERNMENT TELEPHONE EXCHANGE

SERVICES

IN SPRINT'S SERVICE AREAS

MAY 15, 1999

WHEREAS: The State of Florida, Department of Management Services, Division of Information Technology and Telecommunications, hereinafter referred to as the State is charged by statute to coordinate and contract for communications services to be used by the State and any of its agencies, and,

WHEREAS: The State surveyed the alternatives for local telephone services in Sprint's service areas and determined that regulated central office services from Sprint were the most cost effective alternative, and

WHEREAS: Sprint is desirous of providing local services to the State, its agencies, political subdivisions, and other users authorized by law,

NOW THEREFORE: The State and Sprint do hereby covenant and agree as follows:

1.0 General

Sprint agrees to provide a basic level of communications service, as set forth in or referenced in Exhibits A, B, C, D, E, and F according to the rates set forth in or referenced in Exhibits A, B, C, D, E, and F. Sprint further agrees to provide enhanced levels of service, also as set forth in or referenced in Exhibits A, B, C, D, E, and F for the rates set forth in or referenced in Exhibits A, B, C, D, E, and F.

Sprint agrees to amend the Special Assembly Tariff in place, identified as "General Customer Services Tariff, Section 22, Local Telephone Service for State of Florida Governmental Agencies", within 90 days of the date of this Agreement, with the Florida Public Service Commission (FPSC). This tariff filing shall provide for a minimum of 26,000 Centrex access lines billed per month in Sprint's Leon County service area at the rates set forth in Exhibit B. Prior to filing the Special Assembly Tariff, Sprint agrees to first obtain the approval in writing from the State and advise the FPSC of this concurrence.

This entire Agreement shall be contingent upon the approval of this Special Assembly Tariff by the FPSC. In the event the FPSC modifies the filed Special Assembly Tariff to the extent that such modifications are in conflict with any term, condition or price contained in this Agreement, the State shall have the option to seek and achieve a mutually agreeable solution to the conflicting modification between the State, Sprint and the FPSC or declare this Agreement null and void.

All terms and conditions set forth in approved Tariffs, shall be in effect for this Agreement as they were recited herein, and shall be made a part of this Agreement as Exhibits A, B, C, D, E, and F.

2.0 Date of Agreement

This Agreement shall be effective on May 15, 1999 and shall continue for a term of 60 months (5 years). Upon completion of this term, this Agreement shall stay in effect on a month to month basis until canceled in writing by either party.

2.1 Extensions

The State reserves the right to extend the Contract at its sole discretion. Continuance will be based on negotiations which would consider such factors as State needs, Contractor performance, availability of funds, etc. If the State elects not to continue with the Contract, but rather to re-bid all or portions of the Contract, Contractor shall continue to provide the services and rates in effect until award of a new Contract term or renewal period.

3.0 Legislative Appropriation Contingency

The State of Florida's performance and obligation to pay under this Contract is contingent upon an annual appropriation by the Legislature.

The State desires, and Sprint agrees to provide as a service, telephone services within Sprint's Exchange Areas, which includes dial tone for station instruments and key systems, trunks for PBX, and local telephony circuits for data, video, image, and radio signals. It shall be the State's intent throughout the term of this Agreement to utilize Sprint's services for all local telecommunications requirements whenever it is technically feasible, legally possible and cost effective. Sprint further agrees to monitor the overall requirements of the State through the State and keep abreast of facility requirements by making State projections a part of the bandwidth and facility planning for the applicable exchanges.

5.0

Billing

Sprint shall provide to the State an accurate billing statement, on a monthly basis, on an error free magnetic tape and with back-up hard copy which includes detail by agency report. Such billing shall include an agreed to description of the service and the agency identifier, the details of charges for each component of service, per main bill number. Each submitted bill on magnetic tape shall conform to the formats specified by Sprint in writing separate from this Agreement. This magnetic tape should be machine-readable (i.e.; free of physical errors) by State data processing equipment. It shall contain an accurate configuration of the service ordered by the State. If the State finds the format of the tape is different from that previously agreed to or finds it cannot physically read the tape, Sprint will be notified in writing and the bill shall not be accepted for payment by the State until such errors are corrected. Should the tape contain less than 100% of the configuration of services ordered, the State shall only pay for those services contained on the tape.

6.0 Entire Agreement, Governing Law, Construction

This Agreement, the attached Exhibits and Sprint's Tariffs contain the entire understanding of the parties and there are no other agreements or understandings, either written or oral. This Agreement shall not be modified or amended except in writing with the same degree of formality with which this Agreement is executed. The construction, interpretation and performance of this Agreement, and all transactions under it shall be governed by the laws of the State of Florida. This Agreement shall not be construed for or against a party because that party wrote it.

Sprint and the State recognize there will be increasing competition for telecommunications services as a result of the de-regulation of local service by the 1995 Legislature. Sprint and the State recognize this competition as a positive occurrence and understand that the State is obligated by Chapter 364, F.S., Part II, to identify where competition exist and to introduce competition into the SUNCOM portfolio of services. Sprint and the State also agree that situations will arise where the State or subscriber to the State services elects to purchase service from a competing vendor, including Sprint. In such event, those Centrex lines lost to a competing access line vendor shall continue to be counted toward the Centrex station line minimum - and/or where prohibited by State Statutes or policies and regulations of the State and the Comptroller's office.

State of Florida Service Agreement
(Dated May 15, 1999)

"Value Added Items"

- A) Centrex Access Line monthly rate for Tallahassee area reduced from \$12.50 to \$12.44.
Projected savings of \$141,783.00*
(*Based on 39,384 Centrex Lines in service year-end 1998)
- B) Voice Mail Box monthly rate changed to \$3.50 for the Tallahassee area.
Projected savings of \$112,866.00*
(*Based on 14,470 Voice Mail Boxes in service year-end 1998)
- C) Contract Term is for five (5) years with provision for Contract extensions.
- D) Contract provides for sixty (60) day free "field trial" of new Centrex Access Line features installed in the Tallahassee Exchange area.
- E) Continuance of the following:
 - a) Semi-annual "planning meetings" between ITP and Sprint.
 - b) Monthly "State Implementation Meetings" in Tallahassee.
 - c) Dedicated "Government Account Group" in Tallahassee with Sprint's South Area included.
- F) Commitment to work with ITP to implement electronic CSA process and billing (EDI).
- G) Training allowance increased from \$3,500.00 to \$5,000.00 for use in Sprint's North Area. The South Area increased from \$2,500.00 to \$3,000.00. Also, ITP has the option to combine these amounts for mutually agreed upon expenditures for relevant training.
- H) ISDN "Backhaul" rate of \$25.00 eliminated for single metropolitan areas in Sprint's North and South Service areas.
- I) ITP representation at Nortel's DMS-100 Users Group Forum increased to six (6) participants.
- J) "Agreement" covers all of Sprint's Regulated Service Areas in Florida.
- K) \$100,000.00 feature credit can be applied to a subsequent year even if the expenditure is requested in a previous year.
- L) Sprint will continue to include ITP in planning sessions for applicable Sprint provided services.
- M) Voice Mail network service between Tallahassee and Madison will be provided at a monthly rate of \$23.62 per path for virtual facilities.
- N) Grandfathering of PABX trunk rates to August 1, 2001.

- O) CLASS features Select Call Accept (SCA), Select Call Reject (SCR) and Select Call Forward (SCF) provided at a package rate of \$2.40 per month.
- P) Sprint will provide additional conference ports; one 150 port; three (3) 30 port and four (4) 20 port as part of the Contract renewal.
- Q) Sprint will provide, at no charge, Centrex Feature "Conference Join" (feature #UNT000027), which is scheduled in Nortel's NA011 Universal Load.

COMMUNICATIONS SERVICE AUTHORIZATION

(REGULATED TELECOMMUNICATIONS SERVICES ONLY)

(1) AUTHORIZATION NO.

950, TL, 01, 3825, 99, 00
AGT TYPE NO SEQUENCE YR OPT CODE CODE CODE

Information Technology Program's prior approval is required for all requests which exceed the dollar limit set by Category Two of Chapter 287.017 FS, and for all intercity (voice and data) or SUNCOM.

(2) THIS REQUEST IS FOR (CHECK ONE BOX ONLY, ONE REQUEST PER FORM):

DATA SUNCOM LOCAL SERVICE RADIO CONTROL OTHER

(3) FROM: **DMS/INFORMATION TECH**
 AGENCY: **4030 ESPLANADE WAY**
 ADDRESS: **TALLAHASSEE FL 32399 0950**
 CITY: **TALLAHASSEE** STATE: **FL** ZIP CODE: **32399 0950**

(4) MAIL TO (NAME AND ADDRESS, ETC.)

FL

(5) LOCATION OF REQUESTED SERVICE (NO P.O. BOX NOS.):

AGENCY: **DMS/INFORMATION TECH**
 ADDRESS: **4030 ESPLANADE WAY**
 ADDRESS: **TALLAHASSEE FL 32399 0950**
 CITY: **TALLAHASSEE** STATE: **FL** ZIP CODE: **32399 0950**
 PHONE: **(850) 922-7443** STATE: **292 7443**

(6) SERVICE SUPPLIER (LEAVE BLANK FOR SUNCOM):

COMPANY: **SPRINT**
 CITY: **TALLAHASSEE FL**
 REP NAME: **RON FULMER** PHONE NO.: **(850) 599-1226**

(7) FOR TELCO USE ONLY

WORK ORDER NO. _____
 COMPLETION DATE: ____/____/____
 BILLING NO. _____
 CIRCUIT NO. _____
 DIRECTORY LISTING: ADD DELETE CHANGE
 NUMBER ASSIGNED / AFFECTED: _____

(8) DATE NEEDED: **05, 15, 99**

(9) DESCRIPTION OF REQUEST:

ESTIMATED COST (LEAVE BLANK FOR SUNCOM)

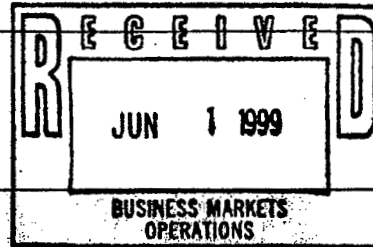
ITEM NO.	QUANTITY	DESCRIPTION	PER UNIT	NON-RECURRING	RECURRING
1	1	ESTABLISH NEW SERVICE AGREEMENT FOR STATE AND LOCAL GOVERNMENT THROUGHOUT THE SPRINT SERVING AREA IN CONFORMANCE WITH THE ATTACHED CONSISTING OF SERVIC AGREEMENT, EXHIBIT A, EXHIBIT B, EXHIBIT C, EXHIBIT D, EXHIBIT E, EXHIBIT F, LETTER FROM RONNY FULMER TO F. L. HOUSTON DATED MAY 11, 1999, RE: STATE OF FLORIDA SERVICE AGREEMENT (DATED MAY 15, 1999) INCLUDING ATTACHED LIST "VALUE ADDED ITEMS".			
SUBTOTAL				(10)	(11)

(13) NO. OF ATTACHMENTS:

CSA TOTAL:

(14) WORK WITH CSA /CPLA AUTHORIZATION NOS:

(15) JUSTIFICATION AND PROPOSED USAGE:



(16) INFORMATION TECHNOLOGY PROGRAM COMMENTS:

AUTHORIZING OFFICIAL:

NAME: **LINDA NELSON**

TITLE: **DIRECTOR**

SIGNATURE: _____

PHONE: **(850) 414-8873**

(18) INFORMATION TECHNOLOGY PROGRAM:

NAME: **F. L. HOUSTON** APPROVED DISAPPROVED

SIGNATURE: _____

DATE: **05, 13, 99**

PHONE: **994-8873**

EXHIBIT A

TO

STATE CONTRACT SPRINT – MAY 15, 1999

DESCRIPTION OF BASIC

AND

ENHANCED LEVEL OF SERVICE

FOR

THE TALLAHASSEE EXCHANGE AREA

EXHIBIT A

STATE OF FLORIDA
CENTREX SERVICE

1. Sprint will provide Centrex service to the State of Florida in Sprint's Leon County Service area, as fully described in Exhibits A, B, E, and F of this Agreement. The access line rate of \$12.84 shall include all features and functions stated in Exhibits A, B, E, and F and the applicable Carrier Access Line Charge (CALC). The per line cost does not include any other FCC imposed or authorized charges, or any applicable taxes such as the Florida Gross Receipts Tax. This Agreement will not be altered by the filing of subsequent tariff changes by Sprint unless such alteration has been agreed to in writing by the State and this Agreement has been formally amended. Sprint will not change this section unless specifically directed to do so in writing by the Florida Public Service Commission.

2. Sprint will provide, as a part of this Agreement, on an annual basis, a credit of \$100,000.00 to be applied, at the State's discretion, toward software and, if necessary the associated hardware, for the implementation of new features, on the DMS-100 switch located in Tallahassee. Should the credit not be fully utilized during the year it is in effect, the remaining balance will revert to Sprint and cannot be carried over to the next annual credit. However, if a request is made in a given year, but the feature/service is not deployed until the next year, credit will be

applied to the prior year funds. Such expenditures will not be carried forward more than a calendar year. The charges for the feature implementations will come from Nortel's published Commercial List Price as offered to Sprint. Installation of the software features and applicable switch hardware, if required, shall be installed only during normally scheduled Universal Service Load changes by Sprint. Features selected by the State will be mutually agreed to by both parties to ensure network integrity.

If the State desires to implement features exceeding the \$100,000.00 credit per year, then additional charges will apply. Tariff rate/rates would be developed for only that portion of feature cost exceeding the original \$100,000.00 credit. The rate/rates developed will be mutually agreed to by Sprint and the State of Florida. The rate/rates agreed to would then require approval of the Florida Public Service Commission. Credits will not be applied to monthly billing, but only to the actual purchases of software and necessary associated switch hardware. Subsequent \$100,000.00 per year credits or remaining balances for software/hardware will be cancelled if the previous yearly average of access lines in billing per month is less than 26,000 Centrex access lines.

3. During the term of this Agreement, Sprint agrees it will seek and obtain agreement from the State on any special assembly tariff that may alter or modify this Agreement, prior to any filing with the Florida Public Service Commission. Sprint agrees that the feature description of any revised tariff filing shall coincide with the applicable standard vendor feature package identifiers. Sprint agrees that all features described by such applicable documentation and included in any revised tariff filing will be available for use. Any revised tariff filing shall retain the requirement for a minimum of 26,000 Centrex access lines billed per month as outlined in the Service Agreement. The State of Florida Centrex PABX trunk rate for all trunks installed after May 15, 1999 will be at the applicable tariff trunk rate as specified in the Sprint's General Exchange Tariffs. Existing Centrex PABX trunks in service as of May 15, 1999 will be grandfathered at their existing trunk rates until August 1, 2001, at which time, the rate will change to the applicable tariffed trunk rate.

4. When the State of Florida requests terminal equipment training, specifically identifying terminal equipment for training, Sprint will provide at a charge of \$65.00 per trainer per hour. This cost per hour is a non-regulated service charge and will be reviewed by Sprint annually. Any increase in the rate quoted above will not exceed the total change in the previous year's Consumer Price Index. Terminal equipment is further defined as that equipment (i.e. telephone sets,

terminals, key equipment, PABX's that Sprint is familiar with) terminated on the subscribers end of the central office loop. The subscriber's portion of the central office loop is that section located on the customer's premise extending past the demarcation point. Also included in the access line rate of the Agreement, Sprint will sponsor up to four (4) employees of the State to Nortel's DMS-100 Centrex Users' Group meetings per year.

5. Sprint has established a defined dedicated "government account group" which has assigned responsibilities for government Centrex sales, billing, service order issuance, service implementation, end user training, and overall account management for Centrex service, basic data services and SUNCOM. The group is comprised of assigned Business Consultants, Account Executives, Sales Engineers, and Managers. Sprint agrees to maintain and support the government accounts group for the term of this Contract. Additional resources will be assigned to this group when required to solve specific problems as needed or requested by the State. This group reports to the General Manager-Business Sales and Services. Sprint will provide to State, annually or as needed, organizational charts with names and titles of those Sprint employees in Sprints assigned "Government Account Group".

6. Sprint agrees to use its resources to effectively resolve problems associated with installations, programming of features, response to trouble reports, updates to programming for feature additions or modifications, timely attention to special requests and associated activities related to adds, moves and changes.

7. Sprint agrees to train its employees on a timely and continuous basis. Sprint's objective is to train employees on new technology as reasonably as possible in order to support both voice, video and image services. Sprint will provide such training to its employees as part of the support aspect for the State. Sprint will provide to the State for their local representatives, classroom seats for local Centrex training when scheduled by Sprint. The training will be limited to a maximum \$5,000.00 per year expenditure by Sprint (actual cost). This training expense will not be cumulative from year to year during the term of this Agreement. However, the State, at its discretion, may elect to apply all of the \$5,000.00 allowance for a single class for contractually related products and services, when mutually agreed upon by both parties. In addition, Sprint will allow the State to participate in other applicable local training based upon space available provided it is at no cost to Sprint or the State.

8. Sprint agrees to dedicate the resources and assign the responsibility of coordinating efforts within Sprint and between the State to identify and resolve billing problems. When billing errors occur and Sprint is notified of such, corrections will be made within thirty days or one billing cycle.

When billing changes are requested, Sprint commits to making these within a ninety day period or no longer than three billing cycles. This will include, but is not limited to, agency identifier changes, breaking up combined bill groups and other similar record changes.

9. Sprint commits to provide information in such detail that the State can ascertain by appropriate comparisons the quantity of lines billed by billing group (the same group used to calculate the 5 Directory Assistance calls, without charge, in the local calling plan) to the list of combined billed numbers provided on the cross reference tape.
10. Sprint agrees to work with the State in a cooperative and reasonable manner in the deployment of the proposed plan to process Customer Service Authorization (CSA) forms electronically and to investigate jointly the feasibility of utilizing Electronic Data Interchange (EDI) format as referenced-in Exhibit E.

11. Sprint agrees to continue with monthly meetings with the State for the purpose of coordinating Centrex installations, resolving service concerns, settling billing issues, and addressing new services. Additionally, Sprint agrees to coordinate these activities with the State and provide quarterly status briefings for the State review and concurrence.
12. Sprint will provide to the State, for distribution to State agencies, a comprehensive written "Escalation Procedure" on installation and repair services within thirty (30) days after Contract signing. The procedure will be updated on a continual basis as the need arises.
13. Sprint agrees to perform applicable locally controlled software upgrades/changes to Central Office services on an "after business hours" basis or weekends to minimize changes being made during the State's normal business hours. Software upgrades/changes directly controlled and scheduled with Sprint's vendors do not apply to "after business hours" restrictions. The State and Sprint, when required and as agreed, will provide the resources to test telephone service and perform walk-throughs for State agencies when Universal Service Loads are installed after business hours.

14. Sprint will include the State of Florida in the preparation of Universal Service Loads in order to identify and plan for software changes and/or enhancements. The State of Florida will be notified a minimum of 120 days prior to the Universal Service Load process. Furthermore, the State of Florida will be notified well in advance of the actual Universal Service Load implementation schedule. Such Universal Service Load changes will be at Sprint's discretion based on the system requirements for maintaining switch integrity. Universal Service Loads required during the contract period will be accomplished at no additional charges, nonrecurring or monthly, to the State of Florida. For a period of up to but not to exceed sixty (60) days, Sprint will allow the State to "trial" any new feature(s) included in the new load(s) at no charge. Trial dates and test periods will be mutually agreed upon per load and location. These "trials" do not include any associated Customer Provided Equipment (CPE) or software which may be required to access the feature(s) being "trialed". Universal Service Loads required due to additional feature requests from the State of Florida will require mutually approved rates to be developed prior to implementation.
15. Sprint will include the State in Sprint's planning sessions for placement and routing of plant facilities. Such joint involvement will be for the purpose of obtaining mutual agreement to a master plan for growth and service requirements of both parties and shall be conducted semi-annually at a minimum. The planning process

will address alternate routing issues in addition to the growth plans. When applicable, tariff issues will be addressed during the planning sessions.

16. Sprint will conduct meetings between the State, applicable vendors, and Sprint to discuss future services and the development of advanced communication technologies. Sprint will also coordinate joint planning meetings between the State, applicable vendors and Sprint for the expressed purpose of determining potential beta tests, field trials and the implementation of said tests. These meetings will be held semi-annually.

17. Sprint agrees to provide, when requested by the State, a proposal for turnkey service to an agency. The agency may provide components of the system from State Contract or individual competitive procurement to Sprint. The turnkey service provided by Sprint may include, but not be limited to, system design, system documentation, coordination of programming activities, scheduling all activities, set labeling, jacks, terminal blocks, wiring installation, labeling and training, etc. for equipment and services which Sprint is familiar with. Each request will require a site visit, definition of scope of work with schedules and firm fixed price for the services as defined. This should be presented to the agency and the State in the form of a proposal. After acceptance by the agency and approval by

the State, Sprint agrees to execute the work under the terms and conditions set forth
in their proposal.

SERVICE AGREEMENT

BETWEEN

DEPARTMENT OF MANAGEMENT SERVICES, DIVISION OF
INFORMATION TECHNOLOGY AND
TELECOMMUNICATIONS

AND

SPRINT

May 15, 1999

Includes the following Exhibit B, entitled "General Exchange Tariff Section 22" dated January 1, 1997, which addresses the service provisions and applicable rates for Sprint's Tallahassee Exchange Area.

05/11/99

GENERAL EXCHANGE TARIFF

Section A22

SPRINT-FLORIDA, INCORPORATED

Original Contents Sheet 1

By: F.B. Poag
Director

Effective: January 1, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
GOVERNMENTAL AGENCIES (CENTRAL TELEPHONE ONLY)

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GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

Section A22
Original Contents Sheet 2

By: F.B. Poag
Director

Effective: January 1, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
GOVERNMENTAL AGENCIES (CENTRAL TELEPHONE ONLY)

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GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

Section A22
Original Sheet 1

By: F.B. Poag
Director

Effective: January 1, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
GOVERNMENTAL AGENCIES (CENTRAL TELEPHONE ONLY)

A. GENERAL PROVISIONS

1. General

This section of the tariff covers the Service Agreement between Sprint-Florida, Incorporated, (the Company) (Central Telephone) and the Division of Communications of the Department of Management Services of the State of Florida or successor agencies (the Customer or the State) for and in behalf of all state agencies in the Tallahassee exchange, and specifying the arrangement under which local telephone service is furnished to such state agencies. This tariff covers the central office switching and associated peripheral equipment.

2. Service

Service furnished the Customer under this tariff shall be for the exclusive use of the State of Florida, its agencies, their respective officials, employees and others as may be authorized by law. Any service furnished to other tenants or occupants of the premises of the Customer will be furnished under separate agreements between the Company and said tenants or occupants.

3. Right of Ingress and Egress

The Company, its duly authorized agents and employees, shall have the right, free of any rental or charge, of ingress and egress upon State property as may be required by the Company for the furnishing of services and equipment as required by this Section, and all right-of-way on State property as may be required by the Company for the furnishing of services and equipment as required by this Section of the tariff. All right-of-way on State property for distribution of communications facilities required by this tariff shall be furnished free of cost to the Company. Electrical current required to operate Company equipment located on the Customer's premises shall be furnished at no charge to the Company.

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

Section A22
Original Sheet 2

By: F.B. Poag
Director

Effective: January 1, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
GOVERNMENTAL AGENCIES (CENTRAL TELEPHONE ONLY)

A. GENERAL PROVISIONS (Cont'd)

4. Conduit and Terminal Boxes

All conduit, duct, moulding, and terminal boxes necessary on the Customer's premises shall be provided, installed, and maintained at the expense of the Customer. The premises property line is considered the point of connection for outside duct or conduit.

5. Training

The Company shall provide, at no additional cost, centrex access line feature training during the term of the Service Agreement. Terminal equipment training is covered in the Service Agreement.

6. Definitions

"Exchange", "exchange area", "premises" or "Customer Provided Communications Systems", "service charges", "initial nonrecurring charges (I.N.C.s)", and other terms shall have the same meaning as used by the Company in its other tariff sections.

B. DURATION AND TERMINATION

1. Duration

This tariff shall be in full force and effect for a period of seven years commencing on August 1, 1992. Upon completion of this term, this tariff shall remain in effect on a month-to-month basis until the Service Agreement is canceled in writing by either party. During the term of the Service Agreement, Section A22 of this Tariff shall not be changed unless by mutual agreement of the parties or as a result of a Florida Public Service Commission action taken after the commencement date of this Service Agreement.

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

Section A22
Original Sheet 3

By: F.B. Poag
Director

Effective: January 1, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
GOVERNMENTAL AGENCIES (CENTRAL TELEPHONE ONLY)

B. DURATION AND TERMINATION (Cont'd)

2. Termination

The Customer may terminate service covered by this tariff and the Service Agreement, before installation of the services is completed, by payment to the Company of all costs related to the service which have been incurred by the Company at the time of the termination.

C. SERVICE AND CHARGES

1. Service Area

The Company agrees to connect the system with the Company's central offices in Tallahassee, Florida by means of central office facilities and to furnish service in the Tallahassee exchange area.

2. Additional Services

Additional equipment and services ordered after the effective date of the Service Agreement shall be furnished at rates and charges to be determined at the time the additional services and equipment are ordered.

3. System Features

Service furnished to the Customer by the Company shall consist of a system with options and features as listed in A22.F of this tariff. This tariff covers switching equipment only, telephone instruments and/or other terminal equipment may be provided under a separate contract or agreement. The rates contained in this tariff do not include any applicable taxes, including but not limited to, the Florida Gross Receipts Tax.

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

Section A22
Original Sheet 4

By: F.B. Poag
Director

Effective: January 1, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
GOVERNMENTAL AGENCIES (CENTRAL TELEPHONE ONLY)

C. SERVICE AND CHARGES (Cont'd)

4. Legislative Appropriation

The State of Florida's performance and obligation to pay under this contract is contingent upon an annual appropriation by the Legislature.

D. MISCELLANEOUS PROVISIONS

1. Maintenance of Repair

All ordinary expense of maintenance and repairs, unless otherwise specified in this tariff is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the subscriber, and not due to ordinary wear and tear or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition, subject to the limitations of Section 768.28, Florida Statutes (1985).

2. Limitation of Service

Service and equipment shall be provided on conditions agreed to by the Customer and the Company governing the manner and type of use by the Customer. The Customer is limited by statute, regulation and tariffs from using service or equipment illegally or to the detriment of other persons, the telephone network or the equipment itself.

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

Section A22
Original Sheet 5

By: F.B. Poag
Director

Effective: January 1, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
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D. MISCELLANEOUS PROVISIONS (Cont'd)

3. Indemnification

The Company shall not be responsible to the Customer for any and all claims of third parties which arise from the provision, interruption, or use of service equipment or listings.

4. Transfer of Rights

The Customer shall not assign, transfer, pledge or hypothecate its rights hereunder without prior written consent of the Company.

5. Verbal Representation

The Customer agrees that no verbal representation of any salesman, agent, officer or employee of the Company shall operate to vary the written terms hereof.

6. Tariff References

References made to other specific tariff sections and sheets refer to the reference location in effect on the date the Service Agreement was signed.

Tariff reference locations may be subsequently changed due to format or content changes approved by the Florida Public Service Commission.

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

Section A22
Original Sheet 6

By: F.B. Poag
Director

Effective: January 1, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
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D. MISCELLANEOUS PROVISIONS (Cont'd)

7. Service Agreement Reference

The Service Agreement between the State of Florida Department of Management Services and Sprint-Florida, Incorporated, (Central Telephone Company of Florida), dated August 1, 1992, provides further detail regarding the terms and conditions of this tariff.

E. RATES AND CHARGES

1. Access Lines and Trunks

Monthly Rate

- | | |
|--|----------|
| a. Access line, each ^{1, 2} | \$ 12.50 |
| Basic line rate includes all classes of service. Does not include station or terminal equipment. | |
| b. LEN line, each ^{1, 2} (Line Equipment Number) | 12.50 |
| Centrex Access line without a Primary Directory Number. | |

Note 1: Basic line/trunk rate includes SMDI features/functions, SMDI interface port, utilization of Centrex software numbers (telephone numbers in DMS-100/SL-100 programming which are not connected to a LEN or cable pair) and touch call capability. Basic line and trunk rates do not include the subscriber line charge.

Note 2: Monthly billing units for access lines, LEN lines and Access trunks combined will not be less than 16,000 for the duration of the Service Agreement.

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SPRINT-FLORIDA, INCORPORATED

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By: F.B. Poag
Director

Effective: January 1, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
GOVERNMENTAL AGENCIES (CENTRAL TELEPHONE ONLY)

E. RATES AND CHARGES (Cont'd)

1. Access Lines and Trunks

Monthly Rate

c. Access trunk, each ^{1,2}	(Installed before	25.00
Basic trunk only, does	8/1/92)	
include DID adder for	(Installed on or	37.50
numbers or terminations.	after 8/1/92)	
DID numbers and terminations are shown in Section A11 of this tariff.		

Note 1: Basic line/trunk rate includes SMDI features/functions, SMDI interface port, utilization of Centrex software numbers (telephone numbers in DMS-100/SL-100 programming which are not connected to a LEN or cable pair) and touch call capability. Basic line and trunk rates do not include the subscriber line charge.

Note 2: Monthly billing units for access lines, LEN lines and Access trunks combined will not be less than 16,000 for the duration of the Service Agreement.

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

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By: F.B. Poag
Director

Effective: January 1, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
GOVERNMENTAL AGENCIES (CENTRAL TELEPHONE ONLY)

D. RATE AND CHARGES (Cont'd)

2. Enhanced Features

These charges are in addition to the access line or trunk rate.
Terminal equipment is not included.

	<u>Monthly Rate</u>
a. Voice Mail ¹	
Per Voice Mail Box	
(1-500 Boxes)	\$ 6.35
(501-750 Boxes)	5.08
(Above 750 Boxes)	3.63
b. Meridian Digital Centrex Business Set	1.50
c. Data Path - Central Office Line Card	2.15
d. Data Pooling	8.25

Note 1: As the number of voice mail boxes increases to the discounted rate, existing users will experience the rate reduction.

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SPRINT-FLORIDA, INCORPORATED

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By: F.B. Poag
Director

Effective: January 1, 1997

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E. RATES AND CHARGES (Cont'd)

2. Enhanced Features (Cont'd)

e. Automatic Call Distribution (ACD)

This feature provides incoming call distribution to the next available line. When all lines are busy the incoming call will be placed on hold, the customer will receive a message explaining all lines are busy, and when a line becomes free the call will be switched to the free line.

	NRC	Monthly Rate
1) ACD per access line equipped	--	\$ 1.50
2) ACD access port, each. One required for printer, one required for CRT. ¹	\$200.00	47.15
3) Generic Recorded Message, each	\$150.00	34.10

Note 1: Customer must provide printer or CRT.

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SPRINT-FLORIDA, INCORPORATED

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By: F.B. Poag
Director

Effective: January 1, 1997

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E. RATES AND CHARGES (Cont'd)

2. Enhanced Features (Cont'd)

f. UCD Queue-Status Lamp

When assigned to a Uniform Call Distribution (UCD) group, this option provides an indication at the customer's premises of how long the first call in the incoming call queue has been waiting for an agent.¹

	Monthly
	<u>Rate</u>
Rate Per Lamp	\$ 2.05

g. Customer Specific Recorded Announcements

In offices equipped with the technology and capacity; digital recorded announcement machines may be utilized to program announcements for use in conjunction with such features as Uniform Call Distribution (UCD), Automatic Call Distribution (ACD), Enhanced UCD and Enhanced ACD. The rate is based on each "one-second" of announcement time and the Company reserves the right to limit the length of the announcement based upon available capacity. The subscriber is responsible for providing the desired announcement phraseology; however, the subscriber shall exclude from the message or announcement any matter the dissemination of which is prohibited by law, including, but not limited to, any communication which is prohibited by Section 365.161, Florida Statutes.

		Monthly
	NRC	<u>Rate</u>
Per Announcement Second	---	\$ 6.04

Note 1: Charges for a dedicated facility, as noted in Section A20, shall also apply.

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E. RATES AND CHARGES (Cont'd)

2. Enhanced Features (Cont'd)

h. Enhanced Automatic Call Distribution (ACD)

This ACD option provides the ACD user with Management Information System (MIS) and Load Management built-in features that provide real-time management information and full ACD operational control. This feature is offered under the conditions specified in A12.1.1.b.¹

	<u>NRC</u>	<u>Monthly Rate</u>
a) Enhanced ACD per Access Line Equipped	---	\$ 8.50
b) Access Port (One Each Required Per Customer Group)	200.00	240.00
c) Generic Recorded Announcement, each	150.00	34.10

Note 1: Charges for a dedicated facility, as noted in Section A20 of this tariff, shall also apply.

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E. RATES AND CHARGES (Cont'd)

2. Enhanced Features (Cont'd)

i. Direct Station Selection/Busy Lamp Filed (DSS/BLF)

This feature adds new attendant console style functions to the MBS station by providing the MBS user the ability to monitor station status of a directory number (DN) through the use of MBS lamp states, and by providing direct dialing to a monitored DN by means of a feature key.

	<u>NPA - NXX</u>	<u>Monthly Rate</u>
DSS/BLF (Per station equipped, up to 500 stations)	904-599, 904-487 904-488, 904-922	\$ 9.05
DSS/BLF (Per station equipped, up to 40 stations)	904-833 ¹	11.05

Note 1: Initial feature installation date will be determined by the Company in conjunction with a scheduled BCS load.

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E. RATES AND CHARGES (Cont'd)

2. Enhanced Features (Cont'd)

j. Thirty Port Conference - Department of Transportation

This feature is provided for the use of the Department of Transportation and can accommodate up to thirty conferees. The feature is activated when the first caller dials a designated directory number at a specified time, establishes a connection, and is then joined by other callers from remote locations.

	<u>NRC</u>	<u>Monthly Rate</u>
Feature Rate	---	\$960.00

k. Call Controller¹

Call Controller is a fully featured, multi-level automated attendant system. The caller utilizes Call Controller by listening to voice menus and entering telephone keypad responses. The Call Controller System has the ability to interface with telephone instruments, Voice Mail, and Voice Bulletin Boards.

Note 1: All non-recurring charges are in addition to the applicable service ordering charges contained in Section A4 of this Tariff. If additional cells are installed coincident with initial installation, the \$50 NRC does not apply. When multiple additional cells are installed on the same order, on the same due date, at the same location and on the same automated attendant, only one NRC of \$50 is applicable.

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SPRINT-FLORIDA, INCORPORATED

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By: F.B. Poag
Director

Effective: January 1, 1997

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E. RATES AND CHARGES (Cont'd)

2. Enhanced Features (Cont'd)

k. Call Controller¹ (Cont'd)

Each automated attendant application must have port access to the Digital Sound Infomail System. Basic automated attendant service includes five primary programming options called "cells": Greeting/Defaults, Rerecord, Key Error, Tree Error, and Schedule/Transfer. Additional cells may be ordered to further refine the basic automated attendant service.

	NRC	Monthly Rate	
1) Port Access, per Basic Automated Attendant	---	\$ 1.25	Typo WRONG PRICE \$ 125.00
2) Basic Automated Attendant	\$150.00	50.00	
3) Additional Cell, each	50.00	5.00	

Note 1: All non-recurring charges are in addition to the applicable service ordering charges contained in Section A4 of this Tariff. If additional cells are installed coincident with initial installation, the \$50 NRC does not apply. When multiple additional cells are installed on the same order, on the same due date, at the same location and on the same automated attendant, only one NRC of \$50 is applicable.

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SPRINT-FLORIDA, INCORPORATED

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By: F.B. Poag
Director

Effective: January 1, 1997

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E. RATES AND CHARGES (Cont'd)

2. Enhanced Features (Cont'd)

1. Voice Forms¹

This feature enables the subscriber to collect information from callers through a series of interactive prompts and either dialed or vocal responses by the caller. Callers may be directed to a Voice Form either by dialing a number directly or as a part of a Call Controller application as described in A22.E.2.k. of this tariff.

	NRC	Monthly Rate
Voice Form Application, each	---	\$ 10.90

m. Faxback Service

1. Faxback Service allows state agencies the assignment of a DID number which can be called to request a fax. Each assigned DID number may be configured as a stand-alone or tree configuration.

a) In the stand-alone configuration, one faxbox is assigned to each DID number. The faxbox contains a document. Callers will be able to dial the DID number and get a recording which will prompt them to enter their fax number. The system will then fax the document back to the caller.

Note 1: Service ordering charges contained in Section A4 of this tariff are also applicable.

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Director

Effective: January 1, 1997

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E. RATES AND CHARGES (Cont'd)

2. Enhanced Features (Cont'd)

m. Faxback Service (Cont'd)

- b) In a tree configuration, a DID number is assigned as a main greeting mailbox with multiple faxboxes assigned as options to be selected under the main greeting mailbox. Each faxbox option under a tree configuration is considered to be an individual faxbox containing a single document. Callers will dial the DID number, get a main greeting directing the caller to select from a series of options. Once an option is selected, the caller will be prompted to enter their fax number. The system will then fax the document back to the caller.
- 2) Directory listings will not be provided with this service.
- 3) The Company reserves the right to provide this service at its discretion.
- 4) There are no standard service level guarantees on incoming or outgoing traffic associated with this service. In no event shall the Company be held liable for any losses or damages arising from the unavailability or failure of its equipment or facilities, or for any act, omission or failure of performance by the Company or its employees or agents in connection with this service.

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Director

Effective: January 1, 1997

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E. RATES AND CHARGES (Cont'd)

2. Enhanced Features (Cont'd)

m. Faxback Service (Cont'd)

5) If the service, at any time, unreasonably interferes with or impairs other services rendered to the public by the Company or other subscribers, the Company reserves the right to institute protective measures up to and including termination of the service.

6) Rates¹

(a) Stand-alone Faxbox Configuration, per faxbox

	<u>Nonrecurring Charges</u>	<u>Recurring Charges</u>
2-5 pages, including cover	\$ 186.30	\$ 63.25
6-11 pages, including cover	194.75	79.70

(b) Tree Faxbox Configuration

2-5 pages, first faxbox	186.30	\$ 63.25
each additional faxbox		74.50

Note 1: Service ordering charges contained in Section A4 of this tariff are also applicable

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By: F.B. Poag
Director

Effective: January 1, 1997

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E. RATES AND CHARGES (Cont'd)

2. Enhanced Features (Cont'd)

m. Faxback Service (Cont'd)

6) Rates¹ (Cont'd)

(a) Stand-alone Faxbox Configuration, per faxbox (Cont'd)

	<u>Nonrecurring Charges</u>	<u>Recurring Charges</u>
(b) (Cont'd)		
6-11 pages,		
first faxbox	194.75	79.70
each additional faxbox		77.90
(c) Main greeting - 1 minute		9.95
Main greeting - 2 minutes		19.95

These rates do not include any long distance charges which may be applicable as a result of the use of this Faxback service.

3. Mileage Charges

- a. Mileage charges will not apply for access lines terminating within the Tallahassee exchange.

Note 1: Service ordering charges contained in Section A4 of this tariff are also applicable

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By: F.B. Poag
Director

Effective: January 1, 1997

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E. RATES AND CHARGES (Cont'd)

3. Mileage Charges (Cont'd)

- b. Extension mileage charges as shown in Section A13 of this tariff, will apply for extension stations located within the Tallahassee exchange but terminated in a different premises than the access line. Extension mileage charges may be revised by tariff changes approved by the Florida Public Service Commission.
- c. Foreign exchange mileage charges, as noted in Section A9 of this tariff, will apply for main stations located outside the Tallahassee exchange. Foreign exchange mileage rates may be revised by tariff changes approved by the Florida Public Service Commission.

4. Installation Charges

Regular installation charges as shown in Section A4 of this tariff, shall apply for the installation or relocation of access lines and trunks. Installation charges may be revised by tariff changes approved by the Florida Public Service Commission; however, installation charges will not apply for the addition of central office equipment required to increase the number of access lines.

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By: F.B. Poag
Director

Effective: January 1, 1997

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F. SYSTEM FEATURES

1. Type System

Service shall be provided by a Northern Telecom DMS-100 Digital Centrex System and shall have the capability to provide the features as listed below. The features listed in A22.F.3. following are included in the basic assess line or trunk rate.

The software feature package identifiers listed in A22.F.3. are in accordance with Northern Telecom feature descriptions, through BCS-32 Supplement, Issue 4, and are included as the basic features during the length of the Service Agreement. The Company will continue to update the basic feature packages through the Northern Telecom BCS software upgrade process (enhancements to existing features). New or future software features required by the State will be added in accordance with the Service Agreement between the State and the Company.

2. The system shall conform to service standards as defined by the Florida Public Service Commission rules and regulations.

3. Features

NTX100AA MDC Basic¹
NTX101AA MDC Enhanced Business Services
NTX102AA MDC Station Message Detail Recording
NTX103AA MDC Station Message Detail Recording Enhanced

Note 1: Fifty 6-port conference circuits are installed in the DMS-100 switch for use with all conference features.

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SPRINT-FLORIDA, INCORPORATED

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By: F.B. Poag
Director

Effective: January 1, 1997

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F. SYSTEM FEATURES (Cont'd)

3. Features (Cont'd)

NTX103BA	MDC Station - Specific Authorization Code
NTX105AA	MDC Trunk Queuing
NTX106AA	MDC Business Set Features
NTX108AA	MDC Business Set Display Features
NTX111AA	MDC Large Conference Features ¹
NTX112AB	MDC Virtual Facility Groups
NTX119AA	MDC Message Service
NTX250AA	MDC Basic Data Path
NTX251AA	MDC Modem Pooling
NTX260AA	MDC Preset Conference ¹
NTX262AA	MDC Priority Console Alerting
NTX407AB	MDC Automatic Call Distribution Call Processing Control
NTX413AA	MDC Enhanced Call Forwarding
NTX415AA	MDC Automatic Call Distribution Basic
NTX416AF	MDC Automatic Call Distribution Automatic
NTX431AA	MDC Cut-Through Dialing
NTX432AA	MDC Meridian Switched Network - Network Speed Calling
NTX433AA	MDC Time-Of-Day Routing
NTX434AA	MDC Meridian Switched Network - Class of Service (NCOS) Routing
NTX435AA	MDC Superset
NTX436AA	MDC Enhanced Dial Plan

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By: F.B. Poag
Director

Effective: January 1, 1997

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F. SYSTEM FEATURES (Cont'd)

3. Features (Cont'd)

NTX437AA	MDC Random Conditional Routing
NTX727AA	MDC Automatic Call Distribution - Load Management
NTX732AA	MDC Simplified Message Desk Interface (SMDI)
NTX820AA	MDC Enhanced Three-Way Calling
NTX824AB	MDC Enhanced Call Waiting
NTX857AA	MDC Call Forwarding Special
NTX878AB	MDC Enhanced Business Set Services
NTX898AA	MDC Variable Speed-Call Access Code
NTX946AB	MDC Calling Name Display
NTX991AC	MDC ACD-Management Reports - Two-Way Data Stream
NTXA27AA	MDC Executive Conference ¹
NTXA35AA	MDC Network Number Display
NTXA52AB	MDC Automatic Call Distribution - Remote Load Management
NTXA77AA	MDC Enhanced Uniform Call Distribution (UCD)
NTXA80AA	MDC Network Name Display
NTXA84AA	MDC Meridian Business Set: Music On Hold
NTXE09AA	MDC Automatic Call Distribution 2500 Sets
NTXE46AA	MDC Calling Name/Number Delivery Blocking
NTXJ97AA	MDC Direct Station Selection/Busy Lamp Field For Meridian Sets

Note 1: Fifty 6-port conference circuits are installed in the DMS-100 switch for use with all conference features.

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SPRINT-FLORIDA, INCORPORATED

By: F.B. Poag
Director

Section A22
First Revised Sheet 23
Cancelling Original Sheet 23
Effective: July 11, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
GOVERNMENTAL AGENCIES (CENTRAL TELEPHONE ONLY)

G. TRUNK EQUIVALENCY FOR SUBSCRIBER LINE CHARGE (SLC)

1. General

In compliance with Section 3 of Sprint Local Companies Access Tariff FCC No. 1 for Digital Centrex Subscriber Line Charges (Central Telephone), but to achieve rates based on a trunk equivalency basis, the Customer's SLC will be adjusted to reflect the rates as shown in the Trunk Equivalency Table. The SLC is in addition to the monthly rate for the access line. In cases where the number of virtual trunks provided exceeds the equivalent number of trunks shown in the table for a customer's corresponding line quantity, the customer will be billed one SLC for each virtual trunk provided.

2. Trunk Equivalency Table for Subscriber Line Charge

<u>No. of Lines</u>	<u>Equivalent No. of Trunks</u>	<u>Equivalent Monthly Rate</u>	
1	1	\$ 6.53	(I)
2-6	2	13.06	(I)
7-15	3	19.59	(I)
16-21	4	26.12	(I)
22-28	5	32.65	(I)
29-36	6	39.18	(I)
37-45	7	45.71	(I)
46-54	8	52.24	(I)
55-64	9	58.77	(I)
65-75	10	65.30	(I)
76-86	11	71.83	(I)
87-98	12	78.36	(I)
99-111	13	84.89	(I)
112-125	14	91.42	(I)

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SPRINT-FLORIDA, INCORPORATED

By: F.B. Poag
Director

Section A22
First Revised Sheet 24
Cancelling Original Sheet 24
Effective: July 11, 1997

LOCAL TELEPHONE SERVICE FOR STATE OF FLORIDA
GOVERNMENTAL AGENCIES (CENTRAL TELEPHONE ONLY)

G. TRUNK EQUIVALENCY FOR SUBSCRIBER LINE CHARGE (SLC)

2. Trunk Equivalency Table for Subscriber Line Charge

<u>No. of Lines</u>	<u>Equivalent No. of Trunks</u>	<u>Equivalent Monthly Rate</u>	
126-139	15	\$ 97.95	(I)
140-155	16	104.48	(I)
156-171	17	111.01	(I)
172-189	18	117.54	(I)
190-207	19	124.07	(I)
208-225	20	130.60	(I)
226-243	21	137.13	(I)
244-262	22	143.66	(I)
263-281	23	150.19	(I)
282-300	24	156.72	(I)
Each Add'l 15 Lines	+1	\$ 6.53	(I)

H. DIGITAL CENTREX SERVICE - SPECIAL ACCESS (CENTRAL TELEPHONE)

1. General

- a) This service provides for the interconnection of Special Access and/or Private Line facilities to Sprint-Florida, Incorporated's Digital Centrex Service for the State of Florida Governmental Agencies for the purpose of interfacing with subscribers to Digital Centrex service (Central Telephone) and users of Special Access and/or Private Line services.

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By: F.B. Poag
Director

Effective: January 1, 1997

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H. DIGITAL CENTREX SERVICE - SPECIAL ACCESS (CENTRAL TELEPHONE) (Cont'd)

1. General (Cont'd)

- b) This service is furnished subject to the availability of facilities and features from digital central office switching equipment located in a central office building owned or leased by the Company.
- c) The rates in Section A22.I.2 following are applicable to each Digital Centrex interconnection (Central Telephone). The Special Access and/or Private Line facility is not included in the interconnection charge.

2. Rates and Charges

	NRC	Monthly Rate
a) Voice Grade to Digital Centrex (Each Channel)	\$ 50.00	\$ 53.00
b) DS1 to Digital Centrex (Per 24 Channels)	200.00	315.00
c) DS1 to Digital Centrex to Digital PBX (Per 24 Channels)	300.00	570.00
d) DS1 to Digital Centrex Centrex to Analog PBX ¹ (Per 24 Channels)	300.00	570.00

Note 1: When DS1 interface via Digital Centrex (Central Telephone) to an analog PBX is required, rates for D-4 channel equipment shown in Section A2.6 of this tariff shall also apply.

SERVICE AGREEMENT

BETWEEN

DEPARTMENT OF MANAGEMENT SERVICES, DIVISION OF
INFORMATION TECHNOLOGY AND
TELECOMMUNICATIONS

AND

SPRINT

May 15, 1999

Includes the following Exhibit C, "Communications Service Authorization
950-ZZ-07-3407-97-00" dated February 26, 1997, and associated
attachments thereto.

05/11/99

COMMUNICATIONS SERVICE AUTHORIZATION
(REGULATED TELECOMMUNICATIONS SERVICES ONLY)

(1) AUTHORIZATION NO. 958 ZZ 87 3487 87 88
ACT TYPE NO SUBSTANCE TR CRT CODE

Division of Communications prior approval is required for all requests which exceed the dollar limit set by Category Two of Chapter 227, 217 F.S., and for all Inland (voice and data) or SUNCOM.

(2) THIS REQUEST IS FOR (CHECK ONE BOX ONLY, ONE REQUEST PER FORM)

DATA SUNCOM LOCAL SERVICE RADIO CONTROL OTHER

(3) FROM: DIV COM
ADDRESS 4858 ESPLANADE WAY
ADDRESS TALLAHASSEE FL 32399 8958
CITY STATE ZIP CODE

(4) MAIL TO (NAME AND ADDRESS, ETC.)

(5) LOCATION OF REQUESTED SERVICE (NO P.O. BOX NOS.)
ALL DHS/DIV COM
ADDRESS CENTREX SYSTEMS
ADDRESS 4858 ESPLANADE WAY
ADDRESS BUILDING 4838
CITY STATE ZIP CODE TALLAHASSEE FL 32399 8958
PHONE 984 922 7466 292 7466
NAME RAHMOUD SONDOSSI
PHONE 984 922 7466 292 7466
EXTENSION

(6) SERVICE SUPPLIER (LEAVE BLANK FOR SUNCOM):
SPRINT
COMPANY HATTLAND
CITY BOSTON SHUMAN 487-687-5666
NO. NAME PREFIX

(8) DATE NEEDED 8/2/97

(9) DESCRIPTION OF REQUEST:

ESTIMATED COST (LEAVE BLANK FOR SUNCOM)

ITEM NO.	QUANTITY	DESCRIPTION	PER UNIT	NON-RECURRING	RECURRING
		THIS CSA EXTENDS AND MODIFIES (PER ATTACHED) THE EXISTING COMMUNICATION SERVICE AUTHORIZATION (958ZZ87-8589-92-8) UNTIL AUGUST 1, 1999 FOR CENTREX SERVICES BETWEEN THE DEPARTMENT OF MANAGEMENT SERVICES, DIVISION OF COMMUNICATIONS AND SPRINT.			
			SUBTOTAL	(9)	(11)
			CSA TOTAL:		(12)

(13) NO. OF ATTACHMENTS: 1

(14) WORK WITH CSA/APLA AUTHORIZATION NOS.

(15) JUSTIFICATION AND PROPOSED USAGE:
RESULTS IN AN OVERALL SAVINGS OF \$188,888.88 PER YEAR.

RECEIVED

APR 18 1997

(16) DIVISION OF COMMUNICATIONS COMMENTS

(17) AUTHORIZING OFFICIAL:
NAME GLENN W. MAYNE
TITLE DIRECTOR DIV COM

DIVISION OF COMMUNICATIONS



101 N. Monroe Street, Ste 100
Tallahassee, Florida 32301

February 21, 1997

Mr. F. L. Houston
State of Florida - Division of Communications
4050 Esplanade Way, Bldg. 4030, Suite 215
Tallahassee, FL 32399-0950

Dear Sam:

Sprint is pleased to provide the State of Florida with the attached request to extend the existing Communications Service Authorization (950ZZ07-0589-92-0) date until August 1, 1999, for Centrex Services between the State of Florida, Department of Management Services, Division of Communications and Sprint for the 352, 407, 941 and other applicable NPAs.

The following is an overview of requested changes to the Communications Service Authorization. Sprint estimates the proposed changes will result in an annual savings to the State of Florida of approximately \$180,000.00.

.Reduce the Basic Centrex Line rate from \$19.50 to \$18.00 / Mo.	\$ 1.50 per month
.Reduce the C-Line Card Monthly rate from \$2.50 to \$2.00 / line	.50 per mo.
.Include the Message Line rates in the State Centrex Contract	3.57 per mo.

In addition to the above proposed reductions and/or changes in Communications Service Authorization, the following changes also have been proposed.

- .A Minimum Billing requirements of 8,000 State Centrex Lines in the Sprint service areas served by the 352, 407, 941 and other applicable NPAs.
- . "Most Favored" pricing status for the Sprint State Centrex package.
- .A \$2,500.00 training allowance to be utilize for technology applications, visits and update conferences.

Please review the 'Proposed' extension to the Sprint/DMS Communications Service Authorization and if you have any questions, please let me know.

Sincerely,

Ronny Fulmer
Branch Manager - Government Accounts

cc: Kim Bond
Joseph Martin
Robert McCullers



101 N. Monroe Street
P.O. Box 2214
Tallahassee, Florida 32316
Telephone: 904-599-1000

March 13, 1997

Mr. Sam Houston
Department of Management Services
Division of Communications
4050 Esplanade Way
Tallahassee, Florida 32399-0950

Dear Sam:

Attached is an updated "Extension of Communications Service Authorization (950-
ZZ07-0589-92-0)" document. This update reflects reference in Item 9, to Chapter 364,
F.S., Part II, as requested by DIVCOM.

Please don't hesitate to call me at 905-599-1226 should you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "R. E. Fulmer".

R. E. Fulmer
Branch Manager-Business Sales & Service/
Government Accounts

Attachment

cc: Bob McCullers
Bill Flippo
Roston Shuman



101 N. Monroe Street
P.O. Box 2214
Tallahassee, Florida 32316
Telephone: 904-599-1000

March 18, 1997

Mr. Sam Houston
Department of Management Services
Division of Communications
4050 Esplanade Way
Tallahassee, Florida 32399-0950

Dear Sam:

Attached is a revised "Extension of Communications Service Authorization (950-ZZ07-0589-92-0)" document. This update reflects a correction in Item 9, to reference "de-regulation" and not "legislation".

Please don't hesitate to call me at 905-599-1226 should you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "R. E. Fulmer".

R. E. Fulmer
Branch Manager-Business Sales & Service/
Government Accounts

Attachment

cc: Bob McCullers
Bill Flippo
Roston Shuman

**EXTENSION
OF
COMMUNICATIONS SERVICE AUTHORIZATION
(950-ZZ07-0589-92-0)**

RECITALS

- A. Sprint and State are currently parties to an Agreement entitled Communication Service Authorization (#950ZZ07-0589-92-0) entered into on March 4, 1992 ("Agreement").
- B. The parties desire to add additional contract terms and conditions to govern the provision of Centrex Services and its related pricing and to extend the initial term of the Agreement.
- C. Both Sprint and State desire that these additional contract terms be added to the Agreement.

NOW THEREFORE, the parties, in consideration of the mutual promises and covenants contained herein agree as follows:

1. This Extension to the CSA shall become effective on March 4, 1997 ("Effective Date") and the Agreement shall continue until August 1, 1999.
2. Sprint's rate for Centrex Services for the State of Florida's authorized State agencies and political subdivisions billed under the State's major account billing system shall be a monthly rate of \$18.00 per Centrex line, which will include the following features. However, Centrex customers which are not in the State Centrex customer group billed under the State's major account billing system shall not be eligible for the revised rate noted herein and shall only be authorized to add lines to their system at the same premise where lines are currently being provided.
 - Three (3) Way Calling
 - Call Transfer
 - Call Forward-All
 - Call Forward-Busy
 - Call Forward-Don't Answer
 - Call Waiting-Originating
 - Call Waiting- Terminating
 - Call Pick-Up
 - Ring Again
 - Station Speed Calling
 - Toll Restriction
 - Hunting
 - Touch-Tone

- Block
- Call Park
- Cancel Call Waiting
- Last Number Redial
- Permanent Hold

Note: The State Centrex rates include Subscriber Line Charge, Network Access Registers, Intercom, and Wire Center Mileage.

3. Sprint's Centrex rate is for Centrex service within the same serving Wire Center and includes the features listed above. Additional Centrex features may be purchased at Sprint's Tariffed rates.
4. The State's Centrex lines shall be placed in a dedicated Centrex Customer Group in each serving Wire Center.
5. Business Sets for State Centrex lines will require the installation of a C-Line Card, see item 8 below and a recurring charge of \$2.00 per month.
6. Sprint shall provide the State with a magnetic tape of the Centrex local service billing and SunCom usage per serving Wire Center. The monthly charge for the magnetic tape will be \$201.25 per month per serving wire center. Sprint shall use its best efforts to provide the State with electronic transfer of the SunCom usage, for which mutually acceptable additional charges may be incurred by State.
7. Sprint will provide Message Line Service at a rate of \$3.57 per Voice Mail Box in those central offices where the service is available.
8. Non-Recurring Charges shall apply as follows:
 - a). Service Establishment Charges N/A
 - b). Feature Activation Charges
 - Per Standard Line \$ 7.05
 - Per Business Set Line \$ 7.05
 - Per Attendant Console (Tariffed)
 - Per Customer Group \$ 75.00
 - Per Console \$ 25.00

c). **Service Order Charges as Tariffed**
(Sprint General Exchange Tariff (G.E.T.) Section A12, Sheet 50)

- Primary Service Order \$ 25.00 per order
- Secondary Service Order \$ 16.00 per order
- Telephone Number Change \$ 11.50

Note: For any subsequent order for services rendered by software such as change of features or class of service changes, a Secondary Service Order Charge will apply plus the appropriate Add or Change Charge as tariffed in Sprint G. E. T. , Section A12, Sheet 45.

d). **Feature Add or Change Charge**

- Per Standard Instrument \$ 5.75
- Per Business Set \$ 8.35
- Per Attendant Console \$15.75

e). **Nonrecurring Access Line Charge as Tariffed**
(Sprint G.E.T. Section A4, Sheet 2)

- Access Line Charge \$35.00 per line
(Connection to Central Office)

Note: The above recurring and non-recurring rates will remain in effect for the life of the Agreement.

9. **The State shall maintain a minimum of 8,000 Centrex lines in billing in the Sprint 352, 407, 941 NPAs and any applicable new NPAs established. Should the minimum fall below 8,000, the State is expected to pay for the minimum quantity except as described below:**

- Sprint and the State recognize there will be increasing competition for Telecommunications services as a result of the de-regulation of local service by the 1995 Legislature. Sprint and the State recognize this competition as a positive occurrence and understand that the State is obligated by Chapter 364, F.S., Part II, to identify where competition exist and to introduce competition into the SUNCOM portfolio of services. Sprint and the State also agree that situations will arise where the State or subscriber to the State services elects to purchase service from a competing vendor, including Sprint. In such event, those Centrex lines lost to the competing company shall continue to be counted toward the 8,000 station line minimum.
- Where prohibited by State Statutes or policies and regulations of the State and the Comptroller's office.

10. Sprint shall provide a maximum yearly training allowance of \$2,500.00 to State (actual cost). This training expense will not be cumulative from year to year during the term of this Agreement. Dependent upon availability, Sprint may provide to the State, for its local representatives, classroom seats for local Centrex training in classes originally scheduled for Sprint's employees. In addition, Sprint may allow the State to participate in other applicable local training based upon space availability and provided neither Sprint nor the State incurs any cost or expense associated with the training or attendance thereof.
11. Should Sprint offer an authorized State agency or political subdivision any Centrex Service(s) outlined herein at a more favorable rate than noted in this Agreement, it is understood and agreed between the parties that Sprint shall offer the same rate to the State solely for purpose of that rate being utilized with that particular agency or political subdivision quoted the more favorable rate and only in conjunction with the particular Centrex Service(s) being offered.
12. All other provisions, terms and conditions of the Agreement which have not been modified herein shall remain unchanged and in full force and effect for the extended term of the Agreement noted hereinabove.

SERVICE AGREEMENT

BETWEEN

DEPARTMENT OF MANAGEMENT SERVICES, DIVISION OF
INFORMATION TECHNOLOGY AND
TELECOMMUNICATIONS

AND

SPRINT

May 15, 1999

Includes the following Exhibit D, "Section 23 of Sprint's General Customer Service Tariff" which addresses the applicable Exchange Services and Rates for Sprint's Service Areas of Madison, Monticello, Marianna, Fort Walton Beach, Crestview, and DeFuniak Springs.

05/11/99

GENERAL EXCHANGE TARIFF

SECTION A23

SPRINT-FLORIDA, INCORPORATED

Third Revised Contents Sheet 1

Cancelling Second Revised Contents Sheet 1

By: F.B. Poag
Director

Effective: September 3, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY,
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

CONTENTS

(T)

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GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

First Revised Sheet 1
Cancelling Original Sheet 1
Effective: May 29, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY,
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

(C)
(C)
(T)

A. GENERAL PROVISIONS

1. General

- a. Sprint-Florida, Incorporated, Digital Centrex Service is provided through a digital central office. It provides the customer with features normally associated with key telephone systems or switchboards.
- b. The service is offered subject to the availability of facilities and provided the customer's serving central office is a digital central office equipped with the necessary software.
- c. The service does not include terminal equipment on the customer's premises. Provision of the telephone instruments or other equipment is the responsibility of the customer.
- d. Directory listings are furnished in accordance with the rates and regulations specified in Section A6 of this tariff. (T)
- e. Service charges as specified in Section A4 of this tariff apply to the services offered in this Section. (T)
- f. Directory assistance charges as specified in Section A6 of this tariff apply to the services offered in this Section. (T)
- g. Toll traffic charges will apply between non-EAS exchanges for all access lines.

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

First Revised Sheet 2
Cancelling Original Sheet 2
Effective: May 29, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY,
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

(C)
(C)
(T)

A. GENERAL PROVISIONS (Cont'd)

1. General (Cont'd)

h. At the expiration of the 12 month service period, the subscriber's service period will automatically renew for successive periods of 12 months each at the then current tariffed rates, unless the subscriber provides written or verbal notice of termination at least thirty (30) days in advance of any scheduled renewal.

i. The minimum service period for Digital Centrex Service (Central Telephone Exchanges Only) is one year (12 months) unless the term of the agreement is modified in a C.S.A. agreement or longer term contract.

(T)

j. Contract termination liability for the twelve month minimum service period is such that if a subscriber terminates their Centrex service prior to the expiration of the minimum 12 month service period, the subscriber shall immediately pay a termination liability in the amount of 100% of the monthly charges remaining in the 12 month period.

2. Service Features

a. The features listed are station or attendant console related. The basic rate includes all features, but the number of features actually used depends upon the customer's operating procedures and the terminal equipment selected. The customer may utilize station features only or both station and attendant console features.

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

First Revised Sheet 3
Cancelling Original Sheet 3
Effective: May 29, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY,
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

(C)
(C)
(T)

A. GENERAL PROVISIONS (Cont'd)

2. Service Features (Cont'd)

b. Station Features

- 1) Call Forward
 - a) all calls
 - b) station busy
 - c) no answer
- 2) Call Pickup
- 3) Call Waiting
- 4) Camp-on
- 5) Consultation Hold - Three Parties
- 6) Meet-Me Conference - Six Parties
- 7) Ring Again
- 8) Speed Call
- 9) Station Call Park
- 10) Code Call Access
- 11) Station Controlled Conference - Six Parties
- 12) Three-Way Conference/Transfer
- 13) Paging
- 14) Autodial
- 15) Conference - Six Parties
- 16) Call Transfer
- 17) Call Hold
- 18) Uniform Call Distribution

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

First Revised Sheet 4
Cancelling Original Sheet 4
Effective: May 29, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

(C)
(C)
(T)

A. GENERAL PROVISIONS (Cont'd)

2. Service Features (Cont'd)

c. Attendant Features

- 1) Call Park Timer
- 2) Call Selection
- 3) Camp-On
- 4) Console Display
- 5) Control of Trunk Group Access
- 6) Locked Loop Operation
- 7) Release
- 8) Speed Call
- 9) Recorded Announcement
- 10) Automatic Recall
- 11) Busy Verification
- 12) Call Park
- 13) Code Calling
- 14) Console Test
- 15) Delayed Operation
- 16) Interposition Calls and Transfers
- 17) Lockout
- 18) Maintenance and Administration Display
- 19) Multiple Console Operation
- 20) Multiple Listed Directory Numbers
- 21) Position Busy
- 22) Secrecy
- 23) Serial Call
- 24) Straight Forward Outward Completion
- 25) Supervisory Console

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

First Revised Sheet 5
Cancelling Original Sheet 5
Effective: May 29, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

(C)
(C)
(T)

A. GENERAL PROVISIONS (Cont'd)

2. Service Features (Cont'd)

c. Attendant Features (Cont'd)

- 26) Switched Loop Operation
- 27) Trunk Group Busy
- 28) Through Dialing
- 29) Timed Recall to Zero
- 30) Trouble Key on Console
- 31) Two Way Splitting

B. RATES AND CHARGES

1. Rates and Charges (Central Telephone Exchanges Only)

(T)

a. General

Digital Centrex Service (Central Telephone Exchanges Only) lines will be furnished at the following rates. The monthly rate depends upon the number of lines in service. The monthly rate does not include the Subscriber Line Charge (SLC). The Subscriber Line Charge may be calculated using the trunk equivalency table shown in A22.B.1.c. If the trunk equivalency table is used to calculate the SLC, the number of simultaneous conversions allowed on the system will be the number shown in the equivalent number of trunks column. If the customer elects to use a greater number of trunks, the regular SLC applies to each additional trunk.

(T)

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

First Revised Sheet 6
Cancelling Original Sheet 6
Effective: May 29, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY, (C)
FEDERAL AND STATE AGENCIES (C)
(CENTRAL TELEPHONE EXCHANGES ONLY) (T)

B. RATES AND CHARGES (Cont'd)

1. Rates and Charges (Central Telephone Exchanges Only) (Cont'd) (T)

b. Digital Centrex Service Line Rates* (Central Telephone Exchanges Only) (T)

<u>No. Lines</u>	<u>Monthly Rate</u>
3-6	\$ 20.30
7-15	20.25
16-25	20.15
26-50	20.00
51-100	19.75
101-150	19.50
151-200	19.00
201-250	18.25
251-300	17.50
301-500	16.50
501-1,000	15.25
1,001-2,000	14.00
2,001 and up	12.50

*Three line minimum service requirement.

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

First Revised Sheet 7
Cancelling Original Sheet 7
Effective: May 29, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY, (C)
FEDERAL AND STATE AGENCIES (C)
(CENTRAL TELEPHONE EXCHANGES ONLY) (T)

B. RATES AND CHARGES (Cont'd)

1. Rates and Charges (Central Telephone Exchanges Only) (Cont'd) (T)

c. Trunk Equivalency Table for Subscriber Line Charge (SLC)

- 1) In compliance with SECTION 3 of Sprint Local Companies Access Tariff FCC No. 1 for Digital Centrex line charges (Central Telephone Only), but to achieve SLC's based on a trunk equivalency basis, the customer's SLC will reflect the rates shown in the trunk equivalency table. The SLC is in addition to the monthly rate for the access line. In cases where the number of virtual trunks provided exceeds the equivalent number of trunks shown in the table for a customer's corresponding line quantity, the customer will be billed one SLC for each equivalent trunk provided.

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

Third Revised Sheet 8
Cancelling Second Revised Sheet 8
Effective:

DIGITAL CENTREX SERVICE FOR CITY, COUNTY,
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

FEB 10 1998

B. RATES AND CHARGES (Cont'd)

1. Rates and Charges (Central Telephone Exchanges Only) (Cont'd)

c. Trunk Equivalency Table for Subscriber Line Charge (SLC)

2) Trunk Equivalency Table

<u>No. of Lines</u>	<u>Equivalent No. Trunks</u>	<u>SLC Equivalent No. of SLC Charges*</u>		(C)
1	1	1	(I)	(+)
2-6	2	2	+	
7-15	3	3		
16-21	4	4		
22-28	5	5		
29-36	6	6		
37-45	7	7		
46-54	8	8		
55-64	9	9		
65-75	10	10		
76-86	11	11		
87-98	12	12		
99-111	13	13		
112-125	14	14		
126-139	15	15		
140-155	16	16		
156-171	17	17		
172-189	18	18		
190-207	19	19		
208-225	20	20		
226-243	21	21		
244-262	22	22		
263-281	23	23		
282-300	24	24		
Each Add'l 15 lines	+1	+1	(I)	(C)

*For rates, see End User Common Line Charges in Section A11, Sheet 5 of this tariff. (N) (N)

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23
Original Sheet 8.1

By: F.B. Poag
Director

Effective: August 7, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY,
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

B. RATES AND CHARGES (Cont'd)

(N)

1. Rates and Charges (Central Telephone Exchanges Only) (Cont'd)

(+)

d) Centrex Lines Terminating in a Key System

- 1) Customers whose Centrex lines terminate in a key system may only subscribe to the following features at the rates as shown. The rates for these features are in addition to the applicable Rotary Line Service local exchange rates.
- 2) The Subscriber Line Charge rate is applicable and will be billed per line. Trunk Equivalency rates are not applicable for Centrex Lines Terminating in a Key System.
- 3) Touch-tone service rates will be billed per line.

	<u>12 Month Rate</u> <u>Per Month</u>
Call Forward - Don't Answer	\$1.00
Call Forward - Busy	1.00
Call Forward - Busy for Hunt Groups	1.00
Call Forward - All Calls	4.50
Call Waiting	4.00
3-Way Conference/Transfer/ Consultation Hold	3.00
Station Controlled Conference - 6 Party	3.00
Speed Call 10	3.00

(N)

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

First Revised Sheet 9
Cancelling Original Sheet 9
Effective: May 29, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY,
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

(C)

(C)

(T)

C. DIGITAL CENTREX SERVICE - OPTIONAL FEATURES

1. Northern Telecom Business Terminal

- a) This feature allows the customer to utilize the Northern Telecom DMS-100 Business Terminal (Telephone). The telephone is equipped with an alpha numeric display and allows push-button access to the customer's choice of various station features.
- b) The rate is for each line equipped and does not include the Northern Telecom Business Terminal. The customer is responsible for providing the Business Terminal.
- c) The Business Terminal line card is not required if the customer does not use the Northern Telecom Business Terminal.

	<u>Monthly</u> <u>Rate</u>
d) Business Terminal line card, per line	\$ 1.50

2. Special Message Detail Recording

<u>NRC</u>	<u>Monthly</u> <u>Rate</u>
\$180.00	\$108.50

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

First Revised Sheet 10
Cancelling Original Sheet 10
Effective: May 29, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY,
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

(C)
(C)
(T)

D. DIGITAL CENTREX SERVICE - SPECIAL ACCESS (CENTRAL TELEPHONE
EXCHANGES ONLY)

(T)

1. General

- a. This service provides for the interconnection of Special Access and/or Private Line facilities to Digital Centrex service (Central Telephone Exchanges Only) for the purpose of interfacing with subscribers to Digital Centrex Service (Central Telephone Exchanges Only). This service is necessary to complete the communication path between end users of Digital Centrex service (Central Telephone Exchanges Only) and users of Special Access and/or Private Line services. (T)
- b. This service is furnished subject to the availability of facilities and features from digital central office switching equipment located in a central office building owned or leased by the Company. (T)
- c. The rates in SECTION A12 are applicable to each Digital Centrex (Central Telephone Exchanges Only) interconnection. The Special Access and/or Private Line facility is not included in the interconnection charge. (T)

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

SECTION A23

By: F.B. Poag
Director

Second Revised Sheet 11
Cancelling First Revised Sheet 11
Effective: December 1, 1997

DIGITAL CENTREX SERVICE FOR CITY, COUNTY,
FEDERAL AND STATE AGENCIES
(CENTRAL TELEPHONE EXCHANGES ONLY)

C. DIGITAL CENTREX SERVICE - OPTIONAL FEATURES

(T)

2. Rates and Charges

- a. Rates and charges for various applications of this service should be assessed as shown in Section All.

SERVICE AGREEMENT

BETWEEN

DEPARTMENT OF MANAGEMENT SERVICES, DIVISION OF
INFORMATION TECHNOLOGY AND
TELECOMMUNICATIONS

AND

SPRINT

May 15, 1999

Includes the following Exhibit E, which references the subject of
(A) SUNCOM Customer Information System and (B) Electronic Data
Interchange (EDI).

05/11/99

EXHIBIT E

STATE CUSTOMER INFORMATION SYSTEM

As of the signing of this agreement, State is designing an electronic Customer Information System to be a central information repository. This system will accept and process electronic requests for service directly from State customers and staff. It will be shared between State, its customers and its contractors. Once it is declared operational by State, the contractor agrees to accept State Customer Service Agreements (CSAs) via this system. However, upon request from State, the contractor agrees to provide data entry into the system for customer service requests that are not directly entered into the system by State or its customers. The contractor will also provide data entry into the system by State or its customers. The contractor will also provide data entry into the system to update the status (e.g. installation date, termination date) of the services they deliver. The contractor will defer to this repository as the master list for describing the services provided by the contractor. Therefore, in instances where contractor, State customer and other State records are inconsistent, the State Customer Information System will be presumed to be the most accurate depiction of service requests and rendered services, unless proven otherwise. These obligations will not be in force until State can provide the contractor views and local printing of the relevant data using a common Web browser and electronic copies of the relevant data using the File Transfer Protocol (FTP) via the Internet.

Electronic Data Interchange

Upon request from State, the contractor will provide invoices in an agreed upon Electronic Data Interchange (EDI) format. EDI file transport and translation fees will be paid in accordance with the Department of Management Services (DMS) payment configuration at the DMS Value Added Network (VAN) provider. That configuration

requires the sender to pay all fees required to place the EDI file into the existing DMS mailbox at the VAN. However, upon meeting all State technical and security requirements, and upon agreement from State, the contractor may provide said files via a public or private network using the File Transfer Protocol (FTP).

05/11/99

SERVICE AGREEMENT

BETWEEN

DEPARTMENT OF MANAGEMENT SERVICES, DIVISION OF
INFORMATION TECHNOLOGY AND
TELECOMMUNICATIONS

AND

SPRINT

May 15, 1999

Includes the following Exhibit F, "DMS-100 Feature Packages", is provided as a general description of available Centrex features residing in Sprint's Host Central Office serving the State of Florida Account in Tallahassee Florida.

DMS - 100 Feature Packages

Included in

Service Agreement

Between

State of Florida

Department of Management Services

and

Central Telephone Company of Florida

Dated August 1, 1992

March 31, 1993

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NTX100AA

(Voice)

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NTX100AA

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NTX100AA

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NTX101AA

(Voice)

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NTX102AA

(Voice)

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NTX103AA

(Voice)

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NTX103BA

(Voice)

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Northern Telecom NTX Feature Description

(Attachment)

March 31, 1993

NTX105AA

(Voice)

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NTX106AA

(Voice)

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NTX108AA

(Voice)

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NTX111AA

(Voice)

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NTX112AB

(Voice)

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NTX119AA

(Voice)

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NTX250AA

(Data)

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NTX251AA

(Data)

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NTX260AA

(Voice)

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NTX262AA

(Voice)

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NTX407AB

(ACD)

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NTX413AA

(Voice)

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NTX415AA

(ACD)

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NTX416AF

(ACD)

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NTX431AA

(Voice)

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NTX432AA

(Voice)

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NTX433AA

(Voice)

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NTX434AA

(Voice)

TIME-OF-DAY NETWORK
CLASS-OF-SERVICE (NCOS) ROUTING

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NTX435AA

(Voice)

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NTX436AA

(Voice)

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NTX437AA

(Voice)

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NTX727AA

(Attachment)

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NTX732AA

(Voice)

**SIMPLIFIED MESSAGE DESK INTERFACE
(SMDI)**

Simplified Message-Desk Interface (SMDI)
SMDI on Hunt Group
SMDI: Called DN Option and KSH Support
Call-Retrieval Billing

F2881
AF2301
NC0009
F2948

NTX820AA

(Voice)

ENHANCED THREE-WAY CALLING

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F2800

NTX824AB

(Voice)

ENHANCED CALL WAITING

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NTX857AA

(Voice)

CALL FORWARDING SPECIAL

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G0018

NTX878AB

(Attachment)

ENHANCED BUSINESS SET

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NTX898AA

(Voice)

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NTX946AB

(Voice)

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NTX991AC

(Attachment)

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NTXA27AA

(Voice)

EXECUTIVE CONFERENCE

Executive Conference

G0078

NTXA35AA

(Voice)

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Network Number Display

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F6565

NTXA52AB

(Attachment)

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F6516

NTXA77A

(Voice)

ENHANCED UNIFORM CALL DISTRIBUTION

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F2989

NTXA80AA

(Voice)

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Network Name Display
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AG1104

NTXA84AA

(Voice)

MERIDIAN BUSINESS SET: MUSIC ON HOLD

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F2826

NTXE09AA

(ACD)

ACD - 2500 SETS

ACD on 2500 SETS

AD1857

ACD on 2500 Set Feature Assignment

AD1950

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AD1858

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AD1863

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AD1929

ACD 2500 Set MIS/Load Management

AD1862

NTXE46AA

(Voice)

CALLING NAME/NUMBER DELIVERY BLOCKING

Calling Name/Number Delivery Blocking

AG1550

NTXJ97AA

(Supplement)

**DIRECT STATION SELECTION/BUSY LAMP FIELD FOR
MERIDIAN BUSINESS SET**

Direct Station Selection/Busy Lamp Field for Meridian Business Set

NC0081

Contents

NTX727AA	ACD - Load Management
NTX878AB	Enhanced Business Set Services
NTX991AC	ACD - Management Reports Two-Way Data Stream
NTXA52AB	Automatic Call Distribution - Remote Load Management

NEXT27AA02 Status: RIM ACD LOAD MANAGEMENT

ADMINISTRATION

ACD LOAD MANAGEMENT BASIC COMMANDS

LOAD MANAGEMENT

ACD LOAD MANAGEMENT - ENHANCED COMMANDS

16207

16276

Package NEXT27AA02 ACD LOAD MANAGEMENT
 Feature set ADMINISTRATION
 Feature ACD LOAD MANAGEMENT BASIC COMMANDS
 Feature no. 16207

FEATURE SYNOPSIS

The ACD Load Management system was developed to provide senior ACD supervisors with a secure and effective means of tailoring the current ACD configuration to better manage the daily work load demands of each specific ACD group.

FEATURE DESCRIPTION

This feature provides Command Increment (CI) commands which allow a senior supervisor to modify various ACD configuration parameters. Commands can only be executed from a Maintenance and Administrative Position (MAP) and are as follows:

- 1) Change the Maximum Wait (MAXWAIT) value for an ACD group (i.e., the maximum time a caller should wait before being presented to an agent position. Primarily used to control the overflow of calls on the extent of abandoned calls).
- 2) Change the Maximum Call Queue Size (MAXQSIZE) for an ACD group (i.e., the number of calls that can be queued. Used in conjunction with MAXWAIT to provide an optimum call queue).
- 3) Change the Enhanced Overflow Route for an ACD group (i.e., specify a target ACD group for overflow).
- 4) Change the Night Service Route (NSROUTE) for an ACD group.
- 5) Change the Threshold Route (THROUTE) for an ACD group (i.e., a route where calls would eventually overflow if Enhanced Overflow is not available or if Enhanced Overflow uses THROUTE as it's default).
- 6) Reassign an ACD agent position from an ACD group to another or to another subgroup within an ACD group.
- 7) Reassign an ACD agent position from one supervisory position to another.

This feature which allows configuration changes is intended to be used in conjunction with the configuration display feature ACDSDM. Load Management commands cannot be executed unless ACDSDM is in the current load.

Ref: PDDC AD0056

Package N11277AA02 ACD LOAD MANAGEMENT
Feature set LOAD MANAGEMENT
Feature nature ACD LOAD MANAGEMENT - ENHANCED COMMANDS
Feature no 16276

FEATURE SYNOPSIS

ACD load management provides the capability to senior supervisors to display and manipulate the ACD configuration for which they are responsible. ACD load management enhanced commands now allows the senior supervisor to use the following new ACD commands:

- reassign an ACD directory number to another ACD group
- change the audio group that is used to give announcement to callers in the incoming call queue.
- change the RANTR setting in an ACD group.
- change the priority of the ACD directory number
- display the announcement Ctils (company language location identifier) which are used by an audio group in table AUDIO.
- display the name of the audio group which is used to give announcement to callers in the incoming call queue.

FEATURE DESCRIPTION

ACD load management works in conjunction with ACDSHOW which allows the senior supervisor to display a variety of pertinent ACD information. Based on the display of current information, the senior supervisor may now use LOADMGMT commands to change ACD group parameters to effect ACD reconfiguration. As ACD load management commands may permanently alter an ACD configuration, changes are recorded in the Journal file.

Ref: DDOC A00180

member's lamp is winking. Any member may access the call by pressing his MADN key. The call returns to a stable talking state and the lamps of all members return to the solid state.

Setting up a Conference Bridge:

Any idle member may attempt to bridge into an active call by pressing his MADN key. If bridging cannot be allowed, the idle member will be given treatment and then locked out. Otherwise, the active parties will receive a warning tone and a three-party conference bridge will be established. The state of each MADN member's lamp remains unchanged. The only confirmation the bridging member receives is a voice connection.

An idle member who attempts to bridge into a call will receive audible treatment and be locked out if a call is private or if a three-party conference bridge is currently established.

Activating the Privacy Option:

Any active member may activate the privacy option by pressing a dedicated key on the FBS or by flashing and dialling an access code. This active member, who is now the privacy controller, will hear a confirmation tone as there is no lamp associated with the privacy key. The state of each MADN member's lamp remains unchanged.

Canceling the Privacy Option:

The privacy controller is the only member allowed to cancel privacy on a call. Cancellation is achieved by pressing the privacy key or by dialling the privacy access code. The privacy controller will hear a confirmation tone. The state of each MADN member's lamp remains unchanged.

Leaving a Conference Bridge:

An active member may leave the call at any time by pressing the release key or by going onhook. The MADN lamp of the releasing member remains solid if the call is still up. The lamp state of all other members remains unchanged. If the member who leaves a private call is the privacy controller, the call will remain private until it is taken down.

Remarks:

If a multi-party conference is still established and an active member presses his hold key or another DN key, the call becomes locally held. Local hold, unlike MADN hold, is transparent to all other parties in the call. The result is that the MADN lamp of the locally held member winks and the lamp state of all other members remains unaffected. The locally held member may reaccess the call by pressing his MADN key.

If only a single member remains in the call and the external party is still present, the active member retains full control of the call and may

activate any IBM feature. It should be noted, however, that privacy cannot be activated or cancelled while another IBM feature is active on the call.

If the external party leaves a multi-party conference, all bridging and privacy activation/cancellation attempts are ignored. The result is an isolated conference comprised of the SBA members who were already active on the call.

500/2500 Set Operation:

The functionality for these sets is the same as for FBS's. However, all references made to lamp states and key hits do not pertain. In particular, an idle member bridges in a call by going offhook. Privacy and MADN hold are enabled and cancelled via access codes.

Ref: 100C #00837 Optional Privacy on MADN's

Package N1A78AB02 ENHANCED ELECTRONIC BUSINESS SET SERVICES (IMP. 0)
 Feature set 10N FEATURE
 Feature PRIVACY RELEASE CONFERENCE CONTROL
 Feature no 12889

FEATURE SYNOPSIS

This feature enhances the Optional Privacy on MADM (SDA) feature. This feature will allow the use of 6 port conference circuits rather than 3 ports for MADM bridging. With suitable port assignment, 6-10 people could be on the same MADM call. There will be no interaction with 3 ports.

Multiple Bridge Arrangement (MBA) is a variant of the MADM feature such as SDA, SCA and MCA. A MADM MBA line, like SDA and SCA lines, allows only one call to be set up with an external party. However, only MBA and SDA lines allow any group member to bridge into an existing call. In all lines, MADM MBA, like SDA, provides a privacy option which can be invoked by any active member to inhibit any other member from bridging into the call.

FEATURE DESCRIPTION

The MBA option is similar to SCA in that only one active call per group is permitted. The key difference is that idle MBA group members can confer once themselves into the call provided it is in a stable talking state. This process is known as "bridging". Furthermore, any MBA group member active on the call may use the privacy option to prevent other idle members from bridging in. Thus an active SCA call is normally private and an active MBA call normally available to all MBA group members. MBA, SDA and SCA line types differ in resource usage and feature interactions:

MBA bridging uses at least one six-port conference circuit. A maximum of thirty (30) members (including the external party) are allowed in a bridged call. MADM MBA does not interact with other conferencing features.

Ref:

DDC BY0952 P-phone Privacy Release (Across Switch)
 DDC BY0954 P-phone MADM SCA
 DDC BY0956 P-phone MADM MCA
 DDC BR0817 Optional Privacy for MADM
 DDC A10207 MADM Multi-Bridged Arrangement

Package N1A78AB02 ENHANCED ELECTRONIC BUSINESS SET SERVICES (IMP. 0)
 Feature set BUSINESS SERVICES
 Feature LAST NUMBER REDIAL ASSOCIATED TO H SET
 Feature no 12956

FEATURE SYNOPSIS

The feature Last Number Redial Associated with Set (LNRA) provides the means to redial the last number called from a Meridian Business Set (MBS) by either depressing a single key or dialing a feature access code. LNRA is an 10N feature, applicable to DMS-100 and SE-100.

FEATURE DESCRIPTION

LNRA is a feature that is offered for MBS's and is assigned on a per set basis. It allows a user to access any (non DN) number with LNRA on the set and by activating the feature, have the last number dialed from the set automatically redialed. After choosing a DN key, LNRA can be activated three ways:

- depress # key once
- depress # key twice
- dial feature access code.

If # key is depressed twice, the call is placed sooner than if # key is depressed once.

The feature access code for LNRA is the same as that for 10N.

When LNRA is first assigned to a set, no number is stored as the last number dialed. In this case, a reorder tone will be heard if the user attempts to activate the feature.

Package	N1X878A02 ENHANCED ELECTRONIC BUSINESS SET SERVICES (IMP. 0)
Feature Set	BUSINESS SERVICES
Feature	INDIVIDUAL PAGE FROM GIC
Feature No	12957

FEATURE SYNOPSIS

This feature provides for one member of a GIC (Group Intercom) group, using the GIC key of his MBS (Meridian Business Set), to activate the built-in calling speaker of another GIC member's MBS for paging purposes. Both of these GIC members must be in the same GIC group. If a two-way driver station is desired, the called party may depress the 'OH' key of his handset unit or lift his handset.

FEATURE DESCRIPTION

This feature provides individual paging through MBS's within GIC groups.

When MBS 1 calls MBS 2 via a GIC key, if MBS 2 (receiving audible ringing), MBS 1 again depresses his GIC key, a one-way speech path will be established between MBS 1 and the built-in speaker of MBS 2. (This is providing that MBS 1 is not involved in any type of conference call and that MBS 2 has no active DN's). Once this one-way speech path has been established, if MBS 2 answers the GIC call, either via the 'OH' key of his handset unit or lifting his handset, a two-way speech path will result.

If the originator called the terminating GIC member via an alternate key, i.e., a three-way call key, a transfer key, or a conference key, the terminator may not be paged. Any attempts to page will be ignored and no indication will be given to the originator.

If the terminator has any active DN's (i.e., is actively talking with someone, programming a key, or dialing) when the second GIC key depressive occurs, the originator's GIC lamp will start to flash for about 5 seconds and the GIC call will proceed as if the GIC 'page' feature was not requested (i.e., the originator will keep hearing audible ringing). The originator's lamp will then return to the solid state. Note, if any actions are performed during the 5 seconds of the GIC key flashing which involves changing the state of the GIC key lamp, the 5 second flashing state will be overridden. All subsequent GIC keyhits will be ignored.

If while being 'paged' the terminator depresses another DN key, the GIC originator will be put on hold with no indication just as if a normal two-way speech connection existed.

Package	N1X878A02 ENHANCED ELECTRONIC BUSINESS SET SERVICES (IMP. 0)
Feature Set	IMPROVEMENTS
Feature	RING AGAIN ON IDLE ERS
Feature No	12963

Synopsis

This feature modifies existing Ring Again (RAG) operation by preventing Ring Again Call Back to the Ring Again originator unless the Meridian Business Set (MBS) is idle. The recall is made only if all of the DN keys on the MBS are idle.

Implementation

The Ring Again "Call Back to an Idle Meridian Business Set" is provided by an option at the customer group level. Table CUSTSIN parameter RAGCOPI is set to 'Y' to activate the feature. The default value for this parameter is 'N'.

The following feature packages are necessary for this feature to operate:

N1X000A Btlge
 N1X001A Common Basic
 N1X100A Integrated Business Networks - Basic (IBN)
 N1X101A IBN - Enhanced Business Services
 N1X102A IBN - Proprietary Business Set
 N1X901A Local Features 1

Activation and Deactivation

No customer action is required to implement this feature.

Interactions

This feature does not affect the operation of any existing feature.

Limitations

The caller must have an MBS with RAG assigned to use this feature.

It is not recommended that this feature be used with MBSs with ADDONS (many DNs) because of the real time required to determine whether the set is idle.

Reference: FDGC AD0637

Package N1X878AD02 ENHANCED ELECTRONIC BUSINESS SET SERVICES (IMP. 0)
 Feature set BUSINESS SERVICES
 Feature MAKE SET BUSY EXCEPT GIC
 Feature no 12964

FEATURE SYNOPSIS

This feature applies only to "keysets" (i.e., p-phones and SL-100 Meridian sets). Only keysets with make set busy (MSB) key are affected.

MSB is an existing feature, which allows the user to busy out his/her entire set by pressing a MSB feature key.

This feature will permit incoming calls to terminate on some keyset DN operations, even while the MSB feature is active on the set. There will be two "flavours" of MSB selection:

1. The first is an exemption from MSB of incoming Group Intercom (GIC) calls.
2. The second is a selection of DNs on a keyset which will have MSB applied when the MSB key is pressed by the user. The remaining DNs will be exempted from MSB. This will allow incoming calls to terminate on these DNs.

FEATURE DESCRIPTION

With respect to the second flavour of MSB selection, code activated MSB and key-activated MSB will interact. After activating MSB on selected (possibly all) DNs by pressing the MSB key, the user can use MSB activation and deactivation codes to "touch up" the MSB configuration on the keyset.

The function of the MSB lamp will change from indicating that all the DNs are MSB to indicating that at least one DN is MSB. Both key and code-activated MSB will be able to update the lamp.

GIC MSB Exemption: The system administrator will be able to designate an Intercom Group as exempted from MSB, at the time when the group is created. It will also be possible to change the exemption status of a previously existing Intercom Group. GIC calls in MSB exempted groups will terminate normally, regardless of the state of the MSB key.

DN Key MSB Selection: The system administrator will also be able to designate a subset of DN keys on a keyset that are affected by a MSB key activation. Incoming calls terminating on these DNs will receive busy treatment. Incoming calls terminating on any other DNs on the set will complete.

The user may use MSB activation/deactivation codes to override the default MSB identification.

Interaction: The two flavours of MSB selection will interact in the following way:

GIC exemption will always take precedence over DN selection. This means that if the user has GIC MSB exemption, the GIC line will always be exempt, regardless of DN MSB selection datafile. If GIC MSB exemption is removed, the system administrator may still use DN MSB selection to exclude the GIC line from MSB.

MSB Selection with AGO, MADN & KSH: MSB selection and AGO will be incompatible. This feature will interact successfully with hunt groups, MADN and KSH.

Ref:

FDCC A10619, Make Set Busy Except GIC
 FDCC DV0936, P-Phone Make Set Busy
 FDCC BC0930, P-Phone Group Intercom

Package	N1X878AR02 ENHANCED ELECTRONIC BUSINESS SET SERVICES (UPG. 0)
Feature set	BUSINESS SERVICES
Feature	CALL PARK RECALL IDENTIFICATION
Feature no	12967

FEATURE SYNOPSIS

This feature provides the ability to distinguish Call Park (PRK) and Directed Call Park (DCPK) recall type calls from other call types.

FEATURE DESCRIPTION

This feature enables an Electronic Business Set (EBS) user to distinguish PRK and DCPK recall type calls from other call types. If the user has a display set with a PRK/DCPK feature key, the Call Park or Directed Call Park recall will be identified by a flashing directory number (DN) liquid crystal display (LCD), distinctive ringing, a flashing Call Park or Directed Call Park key LCD, and a displayed Call Park recall message. If the EBS does not have a display, the recall will be identified in the same manner as just described except that no display message will be given. In a like manner, if the user has an EBS with a display but accesses the PRK/DCPK feature via a feature access code instead of via the PRK/DCPK feature key, the recall will occur in the same fashion as detailed above except that the only LCD that will flash upon recall is that of the DN which parked the call.

This feature also functions in a limited manner for an EBS that does not have a display or a PRK/DCPK feature key and for a 500/2500 set. The only way for users of these types of sets to distinguish call park recall type calls is by distinctive ringing.

Ref: FDCC - AD0908

Package: N1X27AR02 PRIMAID ELECTRONIC BUSINESS SET SERVICES WING
Feature set: BUSINESS SERVICES
Feature no: 12987
Feature no: 12987

Synopsis:
 The Originating/terminating Line Select feature provides Electronic Business Set (EBS), 45000 services sets, and 7000/41000 services sets with various selection options for originating or answering calls. The originating selection options are Idle Line Select and No Line Select. The terminating selection options are Incoming Call Select and No Line Select. The Idle Line Select and Incoming Call Select options automatically answer a line when the set user goes off hook. With the No Line Select option the set user must manually select a line.

Implementation:
 This feature adds two new options to Table K511FAT to define originating line selection options (LIS) and terminating line selection options (TIS).
 The following feature packages are necessary for this feature to operate:

- N1X000AA Billing
- N1X001AA Common Basic
- N1X000AA Integrated Business Networks - Basic
- N1X101AA IIN - Enhanced Business Services
- N1X100AA IIN - Preliminary Business Set
- N1X003AA Local Features 1

Activation/Deactivation:
 If the Originating Line Select option (LIS) option is Idle Line Select, an into line is automatically connected when the set user goes off hook.
 If the Originating Line Select option is No Line Select, the set user must manually select the originating line by pressing the desired DN key. Silent treatment is provided until a DN key is manually selected.
 If the terminating Line Select option is Incoming Call Select, an incoming call is automatically selected when the set user goes off-hook.
 If the terminating Line Select option is No Line Select, the set user must manually select the line to answer by pressing the desired DN key. Silent treatment is provided until a DN key is manually selected.

Section 8 Available features N1X27AR02 feat: 12987 Page 3796

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Feature set: BUSINESS SERVICES
Feature no: 12987
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- N1X001AA Common Basic
- N1X000AA Integrated Business Networks - Basic
- N1X101AA IIN - Enhanced Business Services
- N1X100AA IIN - Preliminary Business Set
- N1X003AA Local Features 1

Activation/Deactivation:
 If the Originating Line Select option (LIS) option is Idle Line Select, an into line is automatically connected when the set user goes off hook.
 If the Originating Line Select option is No Line Select, the set user must manually select the originating line by pressing the desired DN key. Silent treatment is provided until a DN key is manually selected.
 If the terminating Line Select option is Incoming Call Select, an incoming call is automatically selected when the set user goes off-hook.
 If the terminating Line Select option is No Line Select, the set user must manually select the line to answer by pressing the desired DN key. Silent treatment is provided until a DN key is manually selected.

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Package Name: MIXRTRN02 ENHANCED ELECTRONIC BUSINESS SET SERVICES BING
Feature Set: ENHANCED MADR CALL CONTROL
Feature No: F6627

FEATURE SYNOPSIS

This feature introduces a new table, MDRGRP, which contains a list of options and attributes for every MADR group appearing on a DMS-100 switch. This data file scheme offers greater potential for customizing MADR lines.

FEATURE DESCRIPTION

Single Bridged Arrangement (SBA), Multi-Bridged Arrangement (MBA), or Call Forwarding functionality can be obtained by dialing the following options and attributes for a particular Single Call Arrangement group in table number.

Digital Treatment

Defines the type of digital treatment which should be given to a member in response to an invalid bridging attempt.

Bridging Allowed

Indicates whether the corresponding Single Call Arrangement group has bridging capability.

Conference Bridge Size

Expresses the maximum conference bridge size.

Bridge Type Required

Indicates whether a bridge in warning tone should be heard by all active parties when a new member bridges into the call.

Initial Privacy Status

Indicates whether a call is normally private or not. The bridging user interface is largely based on this setting.

Privacy Release Mode

Defines the operation mode of Privacy Release (PR).

Ref: DDCC AG0877

Package Name: MIXRTRN01
Feature Set: A-M SWITCH OUT ERROR RATE MAINTENANCE BING BY
Feature No: F6335

FEATURE TITLE

ACD LINE OF BUSINESS CODE KEY

DMS-MDC

APPLICATION

FEATID

PACKAGE: NTX991AC

BNR: AD2129

DESCRIPTION:

This key-set feature enhances the existing Line Of Business (LOB) feature (BC1567) by providing an ACD Agent a smooth LOB code entry sequence during an ACD call. The agent, while active on an INCALLS key call, can store the LOB code per ACD call simply by pressing the LOB code key and dialing the 3 digit LOB code. The LOB will still be sent via the Management Information System to the Down Stream Processor through the existing ACD Call Released Event Message.

COMMAND CHANGES:

NONE

DATA SCHEMA CHANGES:

Table ACDGRP has been modified to allow for datafilling a default Line Of Business Code as follows:

<u>OPTION NAME</u>	<u>REFINEMENT</u>	<u>RANGE OF VALUES</u>
ACDMIS	DEFLOB	
	LOBVAL	vector of up to 3 numeric digits. (0, 1, 2, 3, 4, 5, 6, 7, 8, 9) : valid digits

The new key-set feature, LOB, has been added to table KSETFEAT.

LOG MESSAGE CHANGES:

NONE

OK CHANGES:

NONE

Package	NTXA52AB01 ACD REMOTE LOAD MANAGEMENT I (UPG. OF NTXA52AA I)
Feature set	LOAD MANAGEMENT
Feature	REMOTE ACD LOAD MANAGEMENT
Feature no	F6517

FEATURE SYNOPSIS

This feature allows processing of Load Management (LOADMGMT) commands that are originated from a Remote Operating (RO) Down Stream Processor (DSP).

FEATURE DESCRIPTION

This feature provides a DSP with the capability of issuing ACD LOADMGMT commands remotely. The remote operation (RO), DSPREQUESTLOADMGMT will allow the following types of commands to be executed:

- Reassign Agent Position
- Reassign ACD Directory Number
- Change Maxwait
- Change Maxqsize
- Change Threshold Route
- Change Night Service Route
- Change Enhanced Overflow Routes
- Change ACD Directory Number Priorities
- Change Audio Group
- Change Recorded Announcement Threshold

If the ACD LOADMGMT function succeeds, then a Return Result will be sent to the DSP. If the command fails, then a Return Error will be sent to the DSP informing it of the error.

Ref: FDOC - AD0826

Package	NTXA52AB01 ACD REMOTE LOAD MANAGEMENT I (UPG. OF NTXA52AA I
Feature set	ACD
Feature	REMOTE ACD SHOW
Feature no	F6516

FEATURE SYNOPSIS

This feature implements new remote operations (ROs) to give the the Down Stream Processor (DSP) more capabilities to access information from a remote location.

FEATURE DESCRIPTION

This feature provides the following:

Remote operations to send audio and route information during initialization

ACDSHOW remote operations

ACDMIST test tool enhancements for testing new remote operations.

Initialization Remote Operations

Five new initialization remote operations are implemented by this feature. These ROs are transmitted from the DMS to the Down Stream Processor during initialization.

ACDSHOW Remote Operation

Two ACDSHOW functions are implemented by this feature. If the ACDSHOW function succeeds, a Return Result is sent to the DSP. If the command fails, a Return Error is sent to the DSP informing it of the error.

ACDMIST Enhancements

The ACDMIST CI is changed to test the ACDSHOW remote operations. The BUILDRO command has been changed to accept initialization ROs and to send remote ACDSHOW requests.

Ref: FDOC AD0825

SERVICE AGREEMENT

This Amendment No. 3 to the Service Agreement entered into between Sprint-Florida, Inc. ("Sprint"), and State of Florida, Department of Management Services (the "State") on May 15, 1999, is effective as of the date of the last signing party.

RECITALS

A. Sprint and the State entered into an agreement effective May 15, 1999, concerning Sprint's provision of various local telecommunication exchange service(s) to the State in Sprint's service areas ("Service Agreement").

B. The parties determined that they wished to include certain additional value added services ("Services"), as further identified below, to the scope of services currently being provided by Sprint under the Service Agreement.

C. Sprint is willing and is able to provide such value added Services to the State at the rates noted herein.

D. Sprint and State desire that the Service Agreement be amended to reflect the mutually agreed upon terms regarding the provision of additional Services.

E. Unless otherwise defined herein, all capitalized terms set forth in this Amendment No. 3 shall have the same meanings as ascribed to them in the Service Agreement. All other terms and conditions of the Service Agreement not modified by this Amendment No. 3 shall remain unchanged and in full force and effect.

NOW THEREFORE, the parties agree to modify the Service Agreement as follows:

- 1) Recitals: The recitals are correct and are incorporated by reference.
 - a) Sprint will provide the following services in response to the State's need for low volume contact center solutions and additional supporting services:
 - I. A complete turnkey solution including, but not limited to, all hardware, all software & software Licenses & upgrades. The system is designed to meet the states needs for low volume contact centers, project staging for larger contact centers and additional supporting services designed to meet the changing telecommunication needs of the State. Special pricing will be negotiated for large applications at a rate not to exceed pricing in the Fee Schedule.
 - II. Personnel to manage Hardware and Applications
 - III. Contact Center Help Desk with CRM
 - IV. Train the trainer

Note: Hosted ACD Contact Center Services rates are non term up to 20 agents. Beyond 20 agents, the monthly recurring rates are equal to or lower than the rates listed in the table above and may require a term commitment depending on the application.

- b) The State of Florida will be responsible for the costs associated with transport services (i.e., terminating local loops, 800 Service and/or data communication services) to the local Sprint facility. The State can choose to use Sprint provided transport services but may incur additional usage or recurring fees based on the type and configuration of services ordered.

2. Additional Services. Sprint agrees to provide the State with the following value added services for the Term of the Service Agreement.

- a. **Remote Interactive Voice Response (IVR) Hosting**: This service assists in providing customer self-service options and ultimately decreasing the number of interactions that require live assistance. This service can retrieve and deliver real time information to any ODBC compliant database, mainframe and some third party applications. For an additional fee, this service can incorporate text-to-speech and voice recognition to increase the functionality and customer friendliness of the application. IVR services are hosted remotely by Sprint or its' subcontractors.
- b. **Citizen Interaction Center** - The Citizen Interaction Center is the core of the call center solution and includes the following media: voice calls, e-mails, voice messages, and web chat. Skills based routing, screen-pops, ad hoc recording, and administrative reporting are all standard features of the Citizen Interaction Center. Optional applications include interactive voice response (IVR), Interaction Dialer, and full service recording. This service will allow the State to implement an entire suite of call center solutions priced on a per agent per month basis.
- c. **Administrative and Reporting** - One administrative user license will be issued to the State Technology Office for administrative view privileges. The administrative user will be able to view all workgroups, queues, users, stations, and line information. Sprint, or its' subcontractor, shall provide the State with standard reports in Excel format via regularly scheduled e-mails. Each end user agency pre-selects and schedules their choice of reports from the standard Ad-hoc report list. Changes to this pre-set schedule will be billed at the Custom Reports hourly rate. See Exhibit A for a list of standard reports.
- d. **Web Services** - Includes Web Chat, Web Call back, and e-FAQ. Web chat gives on-line users the ability to click on a "Chat Now" button to initiate a real-time text chat session with one of your customer service agents. Web Call back is a Web-based "Call Back" button that prompts a customer or inquirer to enter specified information, including a phone number at which they can be reached. All callback requests are queued and routed using the same queuing and skills-based routing facilities as telephone calls and other interactions. e-FAQ allows organizations to quickly and easily make use of knowledge in the form of "Frequently Asked Question" (FAQ) lists to automatically service a variety of inquiries. e-FAQ also lets employees add "knowledge" by simply submitting common questions and their answers to e-FAQ. As a result, e-FAQ helps companies increase customer satisfaction, enhance agent productivity and lower costs.
- e. **Interaction Dialer** - provide agents and supervisors with:

Manual Preview Dial – whereby agents are presented with the next call record and given the choice to place the call, reschedule, or delete the call record.

Power Dial – whereby the system dials from the campaign list only when an agent is available to process the call.

Predictive Dial – the system places the call by predicting that an agent will be available to process the call once a call is connected to a person.

- f. **Call Recorder** - Provides a means to record interactions and archive recordings by user, workgroup, date, line and other attributes. Interaction Recorder compresses the files to save storage space and costs. Graphical interfaces for agents and supervisors allow users to quickly locate stored recording.

- g. **Integrated Unified Messaging** - Unified messaging provides a single point of access to all three message types: voice, fax, and email from a telephone, personal computer or Web browser through the Internet. In the user's email inbox, a unique icon identifies each message type.

- h. **Citizen Interactive Center Pricing** - An agent may have from one to three media types. Media types include voice calls, e-mails, voice mails, and web services.

For the purposes of this Agreement, number of media is as described below:

The Call Center Agent - 1 Media. Service includes the ability to participate in ACD queues that have been configured to accept one type of media. Includes participation in skill-based routing.

The Call Center Agent - 2 Media. Service includes the ability to participate in ACD queues that have been configured to accept two types of media in the queue. Includes participation in skill-based routing.

The Call Center Agent - 3 Media. Service includes the ability to participate in ACD queues that have been configured to address three types of media interactions. Includes participation in skill-based routing.

Supervisors are enabled to monitor agents by call listening and recording capabilities as well as queue monitoring capabilities. The same media types and number of media apply to Supervisors as agents.

2) Fees:

Operator Pricing	Price
Initial Set-up and Development Costs (includes programming, scripting, testing, etc.):	
Script Development for Live Agent with standard CRM	\$85.00/hour
CRM Customizations	\$115.00/hour
Database Enhancements	\$145.00/hour
Web / Internet Development	\$145.00/hour
Business Process Analysis	\$145.00/hour
Initial Script Setup Fee	\$1,070.00/Script
Operator Script Fee per application	\$62.50/month/Script
Agent calls with Standard CRM:	
Up to 50,000 minutes per month	\$1.30/minute/application
Between 50,000 and 250,000 minutes per month	\$1.24/minute/application
Between 250,000 and 500,000 minutes per month	\$1.07/minute/application
Greater than 500,000 minutes per month	\$0.94/minute/application
Project Management activity	\$105.00/hour
External Call Transfer	\$0.059/minute
Agent Training	\$25.00/hour

IVR Pricing	Pricing
(Sprint subcontractor provided telecommunication facilities)	
Initial Set-up and Development Costs (includes programming, scripting, testing, etc.):	
Programming	\$115.00/hour
Script Development	\$85.00/hour
Web / Internet Development	\$145.00/hour
One-time IVR Script Charge	\$315.00/script
IVR	
Up to 50,000 minutes per month	\$1.113/minute
Between 50,000 and 250,000 minutes per month	\$1.104/minute
Between 250,000 and 500,000 minutes per month	\$0.997/minute
Greater than 500,000 minutes per month	\$0.085/minute
Call Transfer from IVR to External Location	\$0.059/minute

IVR Pricing (state provided facilities)	Pricing
One-time IVR Script Charge	\$315.00/script
IVR	
Up to 50,000 minutes per month	\$0.03/minute
Between 50,000 and 250,000 minutes per month	\$0.0281/minute
Between 250,000 and 500,000 minutes per month	\$0.0263/minute
Greater than 500,000 minutes per month	\$0.0247/minute
Call Transfer from IVR to External Location	\$0.059/ minute

Hosted ACD and Call Center Services				
Category	Service	NRC	MRC	Usage/hrly
Port ratio 2:1	Call Center 1 Agent - 1 media type:	\$416.67	\$114.58	
	Call Center 2 Agent - 2 media type:	\$468.75	\$135.42	
	Call Center 3 Agent - 3 media type:	\$520.83	\$145.83	
	Supervisors, Call Center 1:	\$468.75	\$135.42	
	Supervisors, Call Center 2:	\$520.83	\$145.83	
	Supervisors, Call Center 3:	\$572.92	\$156.25	
	Port ratio 1.5:1	Call Center 1 Agent - 1 media type:	\$416.67	\$104.17
Call Center 2 Agent - 2 media type:		\$468.75	\$114.58	
Call Center 3 Agent - 3 media type:		\$520.83	\$125.00	
Supervisors, Call Center 1:		\$468.75	\$135.42	
Supervisors, Call Center 2:		\$520.83	\$145.83	
Supervisors, Call Center 3:		\$572.92	\$156.25	
Port ratio 1:1		Call Center 1 Agent - 1 media type:	\$364.58	\$93.75
	Call Center 2 Agent - 2 media type:	\$416.67	\$104.17	
	Call Center 3 Agent - 3 media type:	\$468.75	\$114.58	
	Supervisors, Call Center 1:	\$468.75	\$135.42	
	Supervisors, Call Center 2:	\$520.83	\$145.83	
	Supervisors, Call Center 3:	\$572.92	\$156.25	
	Hosted CRM	CRM Initial License Fee	ICB	
CRM License Per Agent		\$312.50	\$125.00	
CRM Developer				\$126.67
Business Process Analyst				\$120.00
Database Developer				\$153.33
Call Center-Professional Services	Web Developer			\$120.00
	Call Center Supervisor			\$120.00
	Script Developer			\$120.00
	Call Center Coach			\$100.00
	Data Analyst / Report Writer			\$120.00
	Technical Support			\$66.67
	ACD Installation / Maintenance			\$100.00

	Telecommunication Analyst			\$120.00
IVR-Professional Services	Business Process Analyst			\$120.00
	IVR Developer			\$126.67
	Database Developer			\$153.33
	Script Developer			\$120.00
	*Speech Recognition			ICB
Unified Messaging	Basic UM per inbox	\$4.95	\$4.95	
	Enhanced UM (w/live support) per inbox	\$9.94	\$9.94	
Training	Training Software License Fee per workstation	\$62.50	17.71	
	Training Supervisor			\$120.00
	Curriculum Development			\$100.00
Transcriptions	Msg transcriptions per account	\$68.69	\$31.19	.50 per msg *

Other Services: Optional services are in addition to Operator pricing.

Hosted ACD Call Recording

\$0.075 per call

- Recordings kept for two years.
- Recordings may be provided to the customer via a CD (DVD) for an additional charge of \$75 per CD.
- Archived Call Recording Research and Recovery: \$260.00 for calls recorded within the previous three months, \$100 per hour to locate recordings over three months old. Recordings kept for two years.

IVR Speech Recognition

Non-recurring and Monthly Recurring Charges
Determined on an Individual Case Basis

Speech Recognition gives you the ability to give voice commands while on line with an IVR. Each speech recognition implementation will have to be priced on a case by case basis based on a definitive Statement of Work.

CRM Management Service

One Time Non-recurring and Monthly Recurring Charges
Individual Case Basis per Application

Customer Relationship Management Service (CRM) allows an organization to track all activities, interactions, and events related to in-bound callers, web chats, and emails. The CRM enables the establishment and maintenance of a real-time database that can consolidate all customer contact information into a seamless system.

Operator Information Retrieval

\$5.00 per 3 minute call

Call time averaged over 30 day periods,
If call times exceed 3 minutes, the price to the callers will be adjusted at a rate of \$1.00 per minute to reflect the extended call times

Operator Information Access uses operators to access and read information to callers. A special credit card approval IVR option provides the necessary procedures to verify credit card charges up front before caller's request a document.

Document Fax back Option

\$1.25 per page in addition to Operator Information Retrieval Pricing

Operator Information Retrieval has a Fax-Back options which allows callers to reach a operator and have the operator access and fax them information stored on the web or in a software application. A special credit card approval IVR option provides the necessary procedures to verify credit card charges up front before caller's request a document.

Voice Broadcast System

Setup Charge is Individual Case Basis per Application, and transmission fees are \$0.12/minute

Training - An amount not to exceed \$2,000 per year may be used by the State Technology Office for training on Sprint's suite of call center solutions when annual revenues from this agreement meet \$20,000.00. Sprint and State Technology Office must mutually agree upon expenses.

Administrative Reporting/Monitoring - Sprint, or it's subcontractor, shall provide the State with standard reports via e-mail in Excel format. Sprint will also work with the State to provide monitoring capabilities into the system.

Transcriptions – IVR and voice messages can be transcribed and delivered to the State via email or ftp in .CSV or comma delimited text format.

The parties have caused this Agreement to be executed by their authorized representative on the dates written below.

Sprint-Florida, Incorporated

State of Florida

By: _____

By: _____

Its: _____

Its: _____

Date: _____

Date: _____

Exhibit A –IVR Pricing Qualification

IVR Pricing - (state provided facilities)

- State of Florida provides the local trunking, long distance, and toll-free facilities for providing agency and caller access to the hosted IVR service.
- If the State's carrier cannot support Release Link Trunking then usage charges for the additional outbound call for the second leg will apply.
- The State of Florida is responsible for all carrier fees (usage, setup, and recurring).

IVR Pricing - (Sprint subcontractor provided telecommunication facilities)

- PATLive provides the local trunking, long distance, and toll-free facilities for providing agency and caller access to the hosted IVR service.
- If the PATLive's carrier cannot support Release Link Trunking then usage charges for the additional outbound call for the second leg will apply.

COMMUNICATIONS SERVICE AUTHORIZATION (REGULATED TELECOMMUNICATIONS SERVICES ONLY)

(1) AUTHORIZATION NO. 950' TL ' 01 '4233' 04
 AGY TYPE IND SE- YR OPT
 CODE CODE QUENCE CODE

State Technology Offices prior approval is required for all requests which exceed the dollar limit set by Category Two of Chapter 287.017 FS, and for all intercity (voice and data) or SUNCOM

(2) THIS REQUEST IS FOR (CHECK ONE BOX ONLY, ONE REQUEST PER FORM.)

SUNCOM LOCAL SERVICE RADIO CONTROL OTHER Contracts

(3) FROM:
 AGENCY STATE TECHNOLOGY OFC
4050 ESPLANADE WAY
 City TALLAHASSEE FL 32399-0950
STATE ZIP

(4) MAIL TO (NAME AND ADDRESS, ETC.)
 SPRINT
 132 N CALHOUN STREET
 TALLAHASSEE, FL 32301-

(5) LOCATION OF REQUESTED SERVICE (NO P.O. BOX NOS.)
 AGENCY STATE TECHNOLOGY OFFICE

(6) SERVICE SUPPLIER (LEAVE BLANK FOR SUNCOM):
 COMPANY _____
 CITY _____ FL
 STATE _____
 REP NAME _____ PHONE NO. _____

ADDRESS 4050 ESPLANADE WAY
ADDRESS ROOM
 CITY TALLAHASSEE FL 32399-0950
STATE ZIP
 PHONE (850) 922-7443 292-7443
WRMW

ON-SITE LOCAL CONTACT:
 NAME BUD MOORE
 PHONE (850) 922-7443 292-7443
SURCSW

(8) DATE NEEDED 05, 07, 2004

FOR TELCO USE ONLY
 ORDER NO. _____
 ORDER DATE _____
 ORDER TYPE _____
 ORDER STATUS _____

(9) DESCRIPTION OF REQUEST:			ESTIMATED COST (LEAVE BLANK FOR SUNCOM)		
ITEM NO.	QUANTITY	DESCRIPTION	PER UNIT	NON-RECURRING	RECURRING
1	1	CONTRACT ADDENDUM 2-SEE ATTACHMENT CALL CENTER /IVR ADDENDUM TO STATE CONTRACT FOR SPRINT/PATLIVE CALL CENTER/IVR SERVICES	0.00	0.00	
			SUBTOTAL	(10) 0.00	(11)
(13) NO. OF ATTACHMENTS: 1			CSA TOTAL:	(12) 0.00	

(14) WORK WITH CSA/CPIAAUTHORIZATION NOS:

(15) JUSTIFICATION AND PROPOSED USAGE:

(16) STATE TECHNOLOGY OFFICE COMMENTS:

(17) AUTHORIZING OFFICIAL:
 NAME HAROLD MOORE
 TITLE COMM ENGINEER
Electronic Approval DATE U, d'1, 04
 PHONE (850) 922-7443 292-7443

ST NO. G. OFFICE
 APPROVED _____
 DISAPPROVED _____
 DATE _____