

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 7
Replacing Original Sheet 7

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

7. Service Features-(Continued)

b. Type B Service-(Continued)

(1) Standard Features-(Continued)

Queuing of incoming calls to a split
Priority queuing of specific calls to a split, when required by the customer
Zip tone to indicate incoming ACD calls
Key activated console features for emergency alert, trouble reporting and direct calling
Special agent (Maximum of 1000 per system)

(2) Optional Features

Night Service
Call Origin Announcement
Delay Announcement
Flexible First Delay Announcement
Agent Emergency Alert Arrangement
Calls Waiting Indication
System Display and Control Equipment
Dynamic Traffic Display
Teletypewriter Management Information System
Service Supervising
Agent Information Announcement Access
Alternate Traffic Routing
Direct Outward Dialing
Touch-Tone Calling Service on Intercommunication Service
Agent Status Display Console
Key Control and Alarm Console
Optional Reserve Power

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Original Sheet 7
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MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

7. Service Features-(Continued)

b. Type B Service-(Continued)

(1) Standard Features-(Continued)

Zip tone to indicate incoming ACD calls
Key activated console features for emergency alert, trouble reporting and direct calling
Special agent (Maximum of 1000 per system)

(2) Optional Features

- Night Service
- Call Origin Announcement
- Delay Announcement
- Flexible First Delay Announcement
- Agent Emergency Alert Arrangement
- Calls Waiting Indication
- System Display and Control Equipment
- Dynamic Traffic Display
- Teletypewriter Management Information System
- Service Supervising
- Agent Information Announcement Access
- Alternate Traffic Routing
- Direct Outward Dialing
- Touch-Tone Calling Service on Inter-communication Service
- Agent Status Display Console
- Key Control and Alarm Console
- Optional Reserve Power

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By R. D. BARRON, Vice President-Missouri
Southwestern Bell Telephone Company
St. Louis, Missouri

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General Exchange Tariff
Section 13
1st Revised Sheet 8
Replacing Original Sheet 8

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

7. Service Features-(Continued)

c. Type C Service

(1) Standard Features

Uniform Call distribution with queuing
Dial intercommunication between ACD stations
Direct outward dialing, when required by the customer
Call Transfer, Consultation Hold and Add-On Conference
One directory listing for the system
Uniform distribution of incoming calls to answering positions on a per split basis (maximum of 30 splits per system)
Queuing of incoming calls to a split
Priority queuing of specific calls to a split, when required by the customer
Zip tone to indicate incoming ACD calls
Key activated console features for emergency alert, trouble reporting and direct calling
TOUCH-TONE Calling Service on Intercommunication Service
Special agent/supervisor consoles (Maximum of 1,000 per system)

(2) Optional Features

ACD-ESS Management Information System (AEMIS)
Incoming Call Identification
Night Service
Delay Announcements
Flexible First Delay Announcement
Agent Emergency Alert Arrangement
Calls Waiting Indication
System Display and Control Equipment
Agent Status Display Console
Key Control and Alarm Console
Service Supervising
Reserve Power
Agent Information Announcement Access
Alternate Traffic Routing

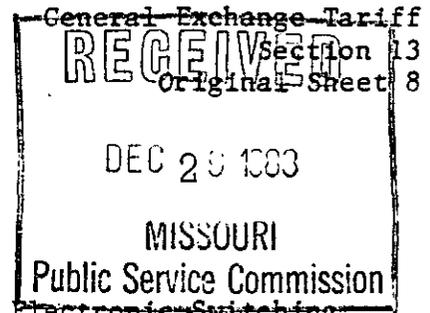
(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

7. Service Features-(Continued)

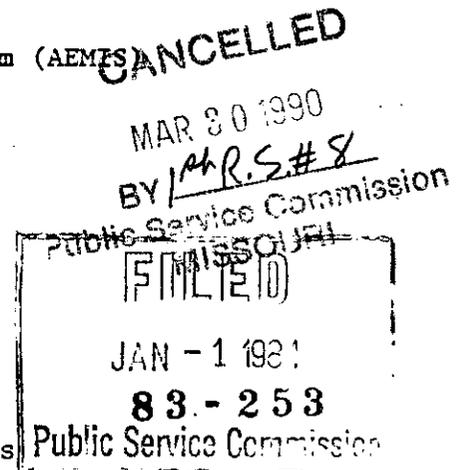
c. Type C Service

(1) Standard Features

- Uniform Call distribution with queuing
- Dial intercommunication between ACD stations
- Direct outward dialing, when required by the customer
- Call Transfer, Consultation Hold and Add-On Conference
- One directory listing for the system
- Uniform distribution of incoming calls to answering positions on a per split basis (maximum of 30 splits per system)
- Queuing of incoming calls to a split
- Priority queuing of specific calls to a split, when required by the customer
- Zip tone to indicate incoming ACD calls
- Key activated console features for emergency alert, trouble reporting and direct calling
- TOUCH-TONE Calling Service on Intercommunication Service
- Special agent/supervisor consoles (Maximum of 1,000 per system)

(2) Optional Features

- ACD-ESS Management Information System (AEMIS)
- Incoming Call Identification
- Night Service
- Delay Announcements
- Flexible First Delay Announcement
- Agent Emergency Alert Arrangement
- Calls Waiting Indication
- System Display and Control Equipment
- Agent Status Display Console
- Key Control and Alarm Console
- Service Supervising
- Reserve Power
- Agent Information Announcement Access
- Alternate Traffic Routing



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General Exchange Tariff
Section 13
1st Revised Sheet 9
Replacing Original Sheet 9

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

8. Additional Directory Listings (including those needed for 2 through 30 splits) will be obtained under Tariff rates for Business Extra Listings as covered in Section 6 of this Tariff.

9. Complex Inside Moves and Changes

Changing the Type A or Type B system parameters or announcement messages programmed in the central office and/or on premises moves or rearrangements of ACD-ESS premises components will be provided based on costs, including engineering, labor and material, except as otherwise noted.

10. Type B service is restricted to existing locations except that customers can outside move the service within the serving office area on an out-of-service basis.

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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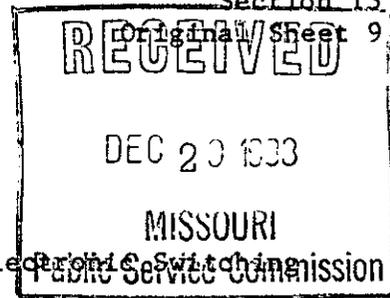
By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff

Section 13

Original Sheet 9



MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

8. Additional Directory Listings (including those needed for 2 through 30 splits) will be obtained under Tariff rates for Business Extra Listings as covered in Section 6 of this Tariff.

9. Complex Inside Moves and Changes

Changing the Type A or Type B system parameters or announcement messages programmed in the central office and/or on premises moves or rearrangements of ACD-ESS premises components will be provided based on costs, including engineering, labor and material, except as otherwise noted.

10. Type B service is restricted to existing locations except that customers can outside move the service within the serving office area on an out-of-service basis.

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BY PAR.S.#9

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By R. D. BARRON, Vice President-Missouri
Southwestern Bell Telephone Company
St. Louis, Missouri

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General Exchange Tariff
Section 13
1st Revised Sheet 10
Replacing Original Sheet 10

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

11. Plan I and Plan II Service

Where items of equipment offered under this Tariff for ACD-ESS are available under Plan I and Plan II (Paragraphs 13.2.1, D.3. and D.4.) the following additional rules and regulations apply:

- a. As a condition to providing service under Plan I and Plan II, a written Service Application will be required from the customer for the equipment provided.
- b. The monthly rates under Plan I will consist of the sum of the Fixed and Variable Rates and will apply from the date the equipment is placed in service. The Fixed Rate will apply only for the selected payment period and will not be subject to change by the Telephone Company during the Fixed Rate Term, but will remain subject to the regulations of the Missouri Public Service Commission. The Variable Rate will apply for the time the equipment to which it applies is in service. Variable Rates are subject to change.
- c. In the event that a part or all of the equipment provided under Plan I is disconnected prior to the expiration of the Fixed Rate Term, the customer will be billed the sum of the present-worth amount of the Fixed Monthly Rates for the unexpired portion of the Fixed Rate Term.
- d. Monthly charges for Plan II apply from the date the equipment is placed in service and are subject to change.
- e. Subject to prior written consent of the Telephone Company, service provided under Plan I may be transferred to others upon payment of a transfer charge of \$250, provided that the assignment does not require the Telephone Company to remove any of the equipment provided under Plan I from the premises where located. In addition, the assignee shall establish financial responsibility to the Telephone Company's satisfaction.

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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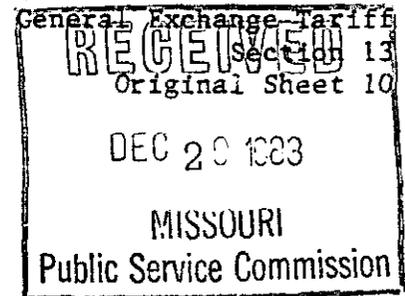
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By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

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No supplement to this tariff will be issued except for the purpose of canceling this tariff.



MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

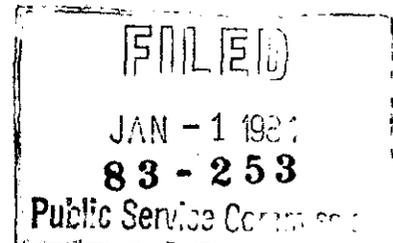
B. Rules and Regulations-(Continued)

11. Plan I and Plan II Service

Where items of equipment offered under this Tariff for ACD-ESS are available under Plan I and Plan II (Paragraphs 13.2.1, D.3. and D.4.) the following additional rules and regulations apply:

- a. As a condition to providing service under Plan I and Plan II, a written Service Application will be required from the customer for the equipment provided.
- b. The monthly rates under Plan I will consist of the sum of the Fixed and Variable Rates and will apply from the date the equipment is placed in service. The Fixed Rate will apply only for the selected payment period and will not be subject to change by the Telephone Company during the Fixed Rate Term, but will remain subject to the regulations of the Missouri Public Service Commission. The Variable Rate will apply for the time the equipment to which it applies is in service. Variable Rates are subject to change.
- c. In the event that a part or all of the equipment provided under Plan I is disconnected prior to the expiration of the Fixed Rate Term, the customer will be billed the sum of the present-worth amount of the Fixed Monthly Rates for the unexpired portion of the Fixed Rate Term.
- d. Monthly charges for Plan II apply from the date the equipment is placed in service and are subject to change.

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Public Service Commission
MISSOURI



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Southwestern Bell Telephone Company
St. Louis, Missouri

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General Exchange Tariff
Section 13
1st Revised Sheet 11
Replacing Original Sheet 11

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

11. Plan I and Plan II Service-(Continued)

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- f. Additional equipment provided under Plan I and Plan II may be added, subsequent to the initial installation of the service upon payment of applicable Complex Installation/Move Charges and subject to conditions and rates then in effect in the Telephone Company's tariffs. The customer may select any Plan I or Plan II payment option for the equipment added. If a Plan I payment option is selected, the customer will be given a choice of a separate or coterminous Fixed Rate Term. A coterminous Fixed Rate Term will expire within the same billing period as that of the Fixed Rate Term of the initial Service Application. For the equipment added under a coterminous agreement, Fixed Rates will be adjusted on a present-worth basis.
- g. All equipment provided on a single customer order and offered under this section of the tariff under Plan I must be provided under the terms of the same Plan I Fixed Rate Term.
- h. Plan I customers may elect to prepay all of the unexpired portion of the Fixed Rates during the Fixed Rate Term. The amount billed to the customer will be the present-worth amount of the sum of the remaining monthly payments.
- i. Plan II customers may elect to change to any Plan I payment period. In this event, initial Plan I Complex Installation/Move Charges will not apply and the Fixed Rate Term will commence as of the date the customer elects to make the change.
- j. Where present-worth amount or basis is referred to in regulations stated for this offering, the percentage to be used will be nine percent per annum.

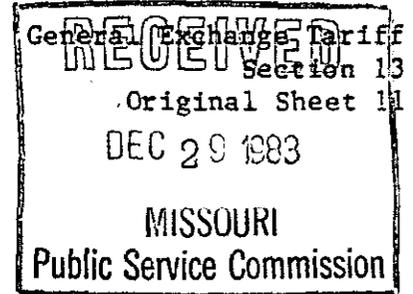
(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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MISCELLANEOUS SERVICE OFFERINGS

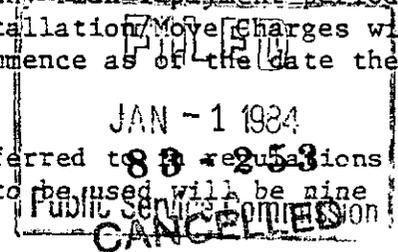
13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

11. Plan I and Plan II Service-(Continued)

- e. Subject to prior written consent of the Telephone Company, service provided under Plan I may be transferred to others upon payment of a transfer charge of \$250, provided that the assignment does not require the Telephone Company to remove any of the equipment provided under Plan I from the premises where located. In addition, the assignee shall establish financial responsibility to the Telephone Company's satisfaction.
- f. Additional equipment provided under Plan I and Plan II may be added, subsequent to the initial installation of the service upon payment of applicable Complex Installation/Move Charges and subject to conditions and rates then in effect in the Telephone Company's Tariffs. The customer may select any Plan I or Plan II payment option for the equipment added. If a Plan I payment option is selected, the customer will be given a choice of a separate or coterminous Fixed Rate Term. A coterminous Fixed Rate Term will expire within the same billing period as that of the Fixed Rate Term of the initial Service Application. For the equipment added under a coterminous agreement, Fixed Rates will be adjusted on a present-worth basis.
- g. All equipment provided on a single customer order and offered under this Section of the Tariff under Plan I must be provided under the terms of the same Plan I Fixed Rate Term.
- h. Plan I customers may elect to prepay all of the unexpired portion of the Fixed Rates during the Fixed Rate Term. The amount billed to the customer will be the present-worth amount of the sum of the remaining monthly payments.
- i. Plan II customers may elect to change to any Plan I payment period. In this event, initial Plan I Complex Installation/Move Charges will not apply and the Fixed Rate Term will commence as of the date the customer elects to make the change.
- j. Where present-worth amount or basis is referred to ~~88~~ ⁸³ regulations stated for this offering, the percentage to be used will be nine percent per annum.



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No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 12
Replacing Original Sheet 12

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

12. Nonrecurring Charges

a. Type A & B Service

The ACD-ESS nonrecurring and Complex Installation/Move Charges are in addition to appropriate service charges provided for in Section 19 of this tariff. For those items designated as being available under the Plan I, Paragraph 13.2.1, D.3., Complex Installation/Move Charges may, at the customer's option, be paid as additional monthly charges over selected fixed payment period to coterminate with the Plan I payment period selected for the item of service. If the customer elects to pay Complex Installation/Move Charges as an additive to the Fixed Monthly Rate, the following annuity factors must be applied to convert the Complex Installation/Move Charges to the amount to be billed:

<u>24 Months</u>	<u>48 Months</u>	<u>72 Months</u>	<u>96 Months</u>
.0474	.0257	.0186	.0151

The Service Establishment Charge may not be deferred over the fixed payment period in this manner but is due and payable at the time service begins.

b. Type C Service

The ACD-ESS nonrecurring and Complex Installation/Move Charges are in addition to appropriate service charges provided for in Section 19 of this tariff. For those items designated as being available under Plan I, Paragraph 13.2.1, D.4., Complex Installation/Move Charges may, at the customer's option, be paid as additional monthly charges over selected fixed payment periods to coterminate with the Plan I payment period selected

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(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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St. Louis, Missouri

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General Exchange Tariff
RECEIVED Section 13
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 Electronic Switching

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

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B. Rules and Regulations-(Continued)

12. Nonrecurring Charges

MAR 30 1990

BY St. R. S. #12

Public Service Commission
 MISSOURI

a. Type A & B Service

The ACD-ESS nonrecurring and Complex Installation/Move Charges are in addition to appropriate service charges provided for in Section 19 of this Tariff. For those items designated as being available under the Plan I, Paragraph 13.2.1, D.3., Complex Installation/Move Charges may, at the customer's option, be paid as additional monthly charges over selected fixed payment period to coterminate with the Plan I payment period selected for the item of service. If the customer elects to pay Complex Installation/Move Charges as an additive to the Fixed Monthly Rate, the following annuity factors must be applied to convert the Complex Installation/Move Charges to the amount to be billed:

<u>24 Months</u>	<u>48 Months</u>	<u>72 Months</u>	<u>96 Months</u>
.0474	.0257	.0186	.0151

The Service Establishment Charge may not be deferred over the fixed payment period in this manner but is due and payable at the time service begins.

b. Type C Service

The ACD-ESS nonrecurring and Complex Installation/Move Charges are in addition to appropriate service charges provided for in Section 19 of this Tariff. For those items designated as being available under Plan I, Paragraph 13.2.1, D.4., Complex Installation/Move Charges may, at the customer's option, be paid as additional monthly charges over selected fixed payment periods to coterminate with the Plan I payment period selected for the item of service. If the customer elects to pay Complex Installation/Move Charges as an additive to the Fixed Monthly Rate, the following annuity factors must be applied to convert the installation charges to the amount to be billed.

<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
.0329	.0214	.0166

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By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

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General Exchange Tariff
Section 13
1st Revised Sheet 13
Replacing Original Sheet 13

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

12. Nonrecurring Charges-(Continued)

b. Type C Service-(Continued)

for the item of service. If the customer elects to pay Complex Installation/Move Charges as an additive to the Fixed Monthly Rate, the following annuity factors must be applied to convert the installation charges to the amount to be billed.

	<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>	<u>120 Months</u>
	.0329	.0214	.0166	.0130

The Service Establishment Charge may not be deferred over the fixed payment period in this manner but is due and payable at the time service begins.

C. Feature Descriptions

1. Type A & B Service

ACD-ESS Terminal - provides for a central office termination and equipment necessary for completing incoming ACD calls to an agent or supervisor console and for originating and receiving certain intercommunicating calls. Direct Inward Dialing to a terminal is not available.

Add-On Conference and Consultation Hold - allows an agent to establish a three-party conversation. The agent also has the option of keeping one of the two parties on hold while having a private conversation with the other.

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(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

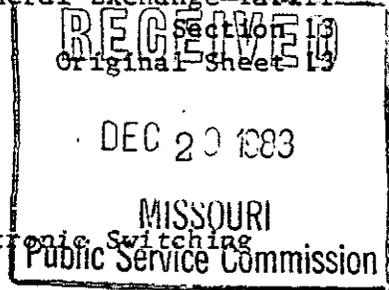
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General-Exchange-Tariff



MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

B. Rules and Regulations-(Continued)

12. Nonrecurring Charges-(Continued)

b. Type C Service-(Continued)

The Service Establishment Charge may not be deferred over the fixed payment period in this manner but is due and payable at the time service begins.

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MAR 30 1990

BY [Signature] R.S.#13
Public Service Commission
MISSOURI

C. Feature Descriptions

1. Type A & B Service

ACD-ESS Terminal - provides for a central office termination and equipment necessary for completing incoming ACD calls to an agent or supervisor console and for originating and receiving certain intercommunicating calls. Direct Inward Dialing to a terminal is not available.

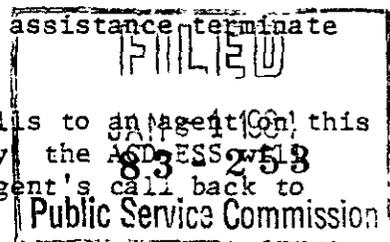
Add-On Conference and Consultation Hold - allows an agent to establish a three-party conversation. The agent also has the option of keeping one of the two parties on hold while having a private conversation with the other.

Alternate Traffic Routing - gives the ACD-ESS the capacity of automatically rerouting calls from the normal answering split to either another split of the same ACD-ESS (intraflow) or another ACD or Private Branch Exchange (PBX) System (interflow).

Agent Assist and Agent Call Terminals - are additional lines that may be terminated in the supervisor console or other station equipment which are capable of intercommunication, add-on, consultation hold, transfer and exchange access. Both can be equipped for the service supervising function. Direct Inward Dialing to a terminal is not available.

Agent Assist: Agent-initiated calls for assistance terminate here.

Agent Call: A supervisor initiates calls to an agent on this line. If an agent is busy, the ACD-ESS automatically route the agent's call back to this line.



Agent Emergency Alert - allows the operation of the Agent Alert Key to activate a lamp on the Agent Status Display Console and to cause central office equipment to print out the agent position and connected line or trunk number.

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MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

1. Type A & B Service-(Continued)

Alternate Traffic Routing - gives the ACD-ESS the capacity of automatically rerouting calls from the normal answering split to either another split of the same ACD-ESS (intraflow) or another ACD or Private Branch Exchange (PBX) System (interflow).

Agent Assist and Agent Call Terminals - are additional lines that may be terminated in the supervisor console or other station equipment which are capable of intercommunication, add-on, consultation hold, transfer and exchange access. Both can be equipped for the service supervising function. Direct Inward Dialing to a terminal is not available.

Agent Assist: Agent-initiated calls for assistance terminate here.

Agent Call: A supervisor initiates calls to an agent on this line. If an agent is busy, the ACD-ESS will automatically route the agent's call back to this line.

Agent Emergency Alert - allows the operation of the Agent Alert Key to activate a lamp on the Agent Status Display Console and to cause central office equipment to print out the agent position and connected line or trunk number.

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

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General Exchange Tariff
Section 13
1st Revised Sheet 14
Replacing Original Sheet 14

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

1. Type A & B Service-(Continued)

Agent Information Announcement Access - provides dial access to a premises-located announcement source.

Agent Status Display Consoles - contains lamps capable of showing present work status of up to 20 agents.

Call Origin Announcements - automatically identifies the geographic area served by the trunk group on which the call is received. The agent hears this information immediately after the zip tone.

Call Transfer - allows incoming calls to an agent position to be transferred to another position.

Calls Waiting Indication - is a visual indication of the length of time calls are being held before answered. Up to three indications are available per split.

Delay Announcements - can be provided to calls held in queue for a customer's specified period of time. The same or unique announcement may be used for a second, third or fourth announcement interruption. There can be a maximum of four unique announcements per split or four interruptions for the same announcement.

Dynamic Traffic Display - offers a display of five traffic conditions for a split and Calls Waiting Indication if equipped. Traffic information is updated every 100 seconds.

Flexible First Delay Announcement - gives the customer the option of using one of two available first announcements dependent upon time in queue of the longest delayed call.

Make Busy Arrangements - are activated and deactivated on the customer's premises by removal of the headset from its jack or, if provided, separately mounted keys or keys in key telephones. This arrangement makes terminals or stations appear busy to incoming calls.

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

1. Type A & B Service-(Continued)

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Agent Information Announcement Access - provides dial access to a premises-located announcement source.

Agent Status Display Consoles - contains lamps capable of showing present work status of up to 20 agents.

Call Origin Announcements - automatically identifies the geographic area served by the trunk group on which the call is received. The agent hears this information immediately after the zip tone.

Call Transfer - allows incoming calls to an agent position to be transferred to another position.

Calls Waiting Indication - is a visual indication of the length of time calls are being held before answered. Up to three indications are available per split.

Delay Announcements - can be provided to calls held in queue for a customer's specified period of time. The same or unique announcement may be used for a second, third or fourth announcement interruption. There can be a maximum of four unique announcements per split or four interruptions for the same announcement.

Dynamic Traffic Display - offers a display of five traffic conditions for a split and Calls Waiting Indication if equipped. Traffic information is updated every 100 seconds.

Flexible First Delay Announcement - gives the customer the option of using one of two available first announcements dependent upon time in queue of the longest delayed call.

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Make Busy Arrangements - are activated and deactivated on the customer's premises by removal of the headset from its jack or, if provided, separately mounted keys or keys in key telephones. This arrangement makes terminals or stations appear busy to incoming calls.

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General Exchange Tariff
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Replacing Original Sheet 15

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

1. Type A & B Service-(Continued)

Night Transfer - provides the capability to forward calls from a split to another customer specified answering point.

Queuing - is the arrangement whereby incoming calls are held, awaiting the availability of an answering position and are unloaded from the queue on a first-in, first-out basis. A queue slot is required for each call to be held in queue.

Service Supervising - provides for the use of special access codes for customer designated Agent Assist and/or Call Terminals which will allow supervisors to enter an agent conversation without notice.

Split - is a customer designated grouping of answering positions that perform a particular function. Each split has its own trunk group(s).

System Display and Control Unit - provides a display of agent assignment of splits or groups and also displays the incoming call peg count register readings. It also permits reconfiguration of agents to splits or report groups, either individually or by affecting the predetermined pattern. There may be no more than 31 report groups per system.

Teletypewriter Management Information System - provides administrative data printed on a teletypewriter located on the customer's premises. Printing schedules can be defined in half-hour increments and printed on days of the week designated by the customer. Additionally, data on agent-reported emergency alert and trouble conditions and unused trunk reports are printed on this teletypewriter.

Uniform Call Distribution - provides an even distribution of incoming calls to available answering positions.

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

1. Type A & B Service-(Continued)

Night Transfer - provides the capability to forward calls from a split to another customer specified answering point.

Queuing - is the arrangement whereby incoming calls are held, awaiting the availability of an answering position and are unloaded from the queue on a first-in, first-out basis. A queue slot is required for each call to be held in queue.

Service Supervising - provides for the use of special access codes for customer designated Agent Assist and/or Call Terminals which will allow supervisors to enter an agent conversation without notice.

Split - is a customer designated grouping of answering positions that perform a particular function. Each split has its own trunk group(s).

System Display and Control Unit - provides a display of agent assignment of splits or groups and also displays the incoming call peg count register readings. It also permits reconfiguration of agents to splits or report groups, either individually or by affecting the predetermined pattern. There may be no more than 31 report groups per system.

Teletypewriter Management Information System - provides administrative data printed on a teletypewriter located on the customer's premises. Printing schedules can be defined in half-hour increments and printed on days of the week designated by the customer. Additionally, data on agent-reported emergency alert and trouble conditions and unused trunk reports are printed on this teletypewriter.

Uniform Call Distribution - provides an even distribution of incoming calls to available answering positions.

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MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

2. Type C Service

ACD-ESS Terminal - provides for a central office termination and equipment necessary for completing incoming ACD calls to an agent or supervisor console and for originating and receiving certain intercommunicating calls. Direct Inward Dialing to a terminal is not available.

Add-On Conference and Consultation Hold - allows an agent to establish a three-party conversation. The agent also has the option of keeping one of the two parties on hold while having a private conversation with the other.

Alternate Traffic Routing - gives the ACD-ESS the capacity of automatically rerouting calls from the normal answering split to either another split of the same ACD-ESS (intraflow) or another ACD or Private Branch Exchange (PBX) System (interflow).

Agent Assist and Agent Call Terminals - are additional lines that may be terminated in the supervisor console or other station equipment which are capable of intercommunication, add-on, consultation hold, transfer and exchange access. Both can be equipped for the service supervising function. Direct Inward Dialing to a terminal is not available.

Agent Assist: Agent initiated calls for assistance terminate here.

Agent Call: A supervisor initiates calls to an agent on this line. If an agent is busy, the ACD-ESS will automatically route the agent's call back to this line.

Agent Emergency Alert - allows the operation of the Agent Alert Key to activate a lamp on the Agent Status Display Console and to cause central office equipment to print out the agent position and connected line or trunk number.

Agent Information Announcement Access - provides dial access to a premises located announcement source.

Agent Status Display Consoles - can display the status of up to 20 agents. Five status lamps are associated with each agent.

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

2. Type C Service

ACD-ESS Terminal - provides for a central office termination and equipment necessary for completing incoming ACD calls to an agent or supervisor console and for originating and receiving certain intercommunicating calls. Direct Inward Dialing to a terminal is not available.

Add-On Conference and Consultation Hold - allows an agent to establish a three-party conversation. The agent also has the option of keeping one of the two parties on hold while having a private conversation with the other.

Alternate Traffic Routing - gives the ACD-ESS the capacity of automatically rerouting calls from the normal answering split to either another split of the same ACD-ESS (intraflow) or another ACD or Private Branch Exchange (PBX) System (interflow).

Agent Assist and Agent Call Terminals - are additional lines that may be terminated in the supervisor console or other station equipment which are capable of intercommunication, add-on, consultation hold, transfer and exchange access. Both can be equipped for the service supervising function. Direct Inward Dialing to a terminal is not available.

Agent Assist: Agent initiated calls for assistance terminate here.

Agent Call: A supervisor initiates calls to an agent on this line. If an agent is busy, the ACD-ESS will automatically route the agent's call back to this line.

Agent Emergency Alert - allows the operation of the Agent Alert Key to activate a lamp on the Agent Status Display Console and to cause central office equipment to print out the agent position and connected line or trunk number.

Agent Information Announcement Access - provides dial access to a premises located announcement source.

Agent Status Display Consoles - can display the status of up to 20 agents. Five status lamps are associated with each agent.

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MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued) (1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

2. Type C Service-(Continued)

ACD-ESS Management Information System-AEMIS - provides a communications evaluation system of sophisticated management information with regard to the customer's communications service. It collects data sent from the No. 1 ESS central office over its own data link(s) on every change of state of trunks, splits, agents and calls. The equipment then generates reports for administrators to provide for increased efficiency in managing their ACD-ESS system. This adjunct AEMIS equipment does no call processing.

Call Origin Announcements - automatically identifies the geographic area served by the trunk group on which the call is received. The agent hears this information immediately after the zip tone.

Call Transfer - allows incoming calls to an agent position to be transferred to another position.

Calls Waiting Indication - is a visual indication of the length of time calls are being held before answered. Up to three indications are available per split.

Cathode Ray Tube - CRT - provided for system reconfiguration and control functions, and to format, schedule and route AEMIS reports.

Delay Announcements - can be provided to calls held in queue for a customer's specified period of time. The same or unique announcement may be used for a second, third or fourth announcement interruption. There can be a maximum of four unique announcements per split, or four interruptions for the same announcement.

Dynamic Traffic Display - offers a display of five traffic conditions for a split and Calls Waiting Indication if equipped. Traffic information is updated every 100 seconds.

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(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

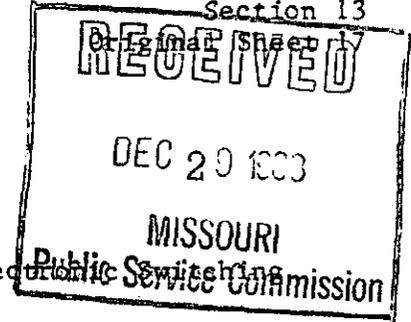
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General Exchange Tariff Section 13



MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

2. Type C Service-(Continued)

ACD-ESS Management Information System-AEMIS - provides a communications evaluation system of sophisticated management information with regard to the customer's communications service. It collects data sent from the No. 1 ESS central office over its own data link(s) on every change of state of trunks, splits, agents and calls. The equipment then generates reports for administrators to provide for increased efficiency in managing their ACD-ESS system. This adjunct AEMIS equipment does no call processing.

Call Origin Announcements - automatically identifies the geographic area served by the trunk group on which the call is received. The agent hears this information immediately after the zip tone.

Call Transfer - allows incoming calls to an agent position to be transferred to another position.

Calls Waiting Indication - is a visual indication of the length of time calls are being held before answered. Up to three indications are available per split.

Cathode Ray Tube - CRT - provided for system reconfiguration and control functions, and to format, schedule and route AEMIS reports.

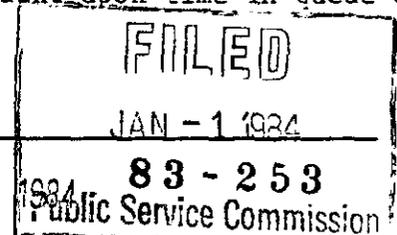
Delay Announcements - can be provided to calls held in queue for a customer's specified period of time. The same or unique announcement may be used for a second, third or fourth announcement interruption. There can be a maximum of four unique announcements per split, or four interruptions for the same announcement.

Dyanmic Traffic Display - offers a display of five traffic conditions for a split and Calls Waiting Indication if equipped. Traffic information is updated every 100 seconds.

Flexible First Delay Announcement - gives the customer the option of using one of two available first announcements dependent upon time in queue of the longest delayed call.

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MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

2. Type C Service-(Continued)

Flexible First Delay Announcement - gives the customer the option of using one of two available first announcements dependent upon time in queue of the longest delayed call.

Incoming Call Identification - will provide incoming ACD call identification information to the agent on all calls appearing at the console (including transfers) in the manner described for the following options:

Audible Call Origin - is one unique audible announcement providing for local and/or Inward-WATS calls, or both, and other unique announcements can be provided per incoming FX or tie trunk group. These announcements are barge-in and are a maximum of 1.3 seconds in length.

Visual Identification:

Fixed Lamp Display - provides incoming ACD call identification via illumination of customer labeled lamps. The label strip will allow a three character code to be designated by the customer.

Alphanumeric Display - provides visual alphanumeric identification of the source and original split destination of calls terminating at the agents position. Split identification will also be provided on agent calls to another split.

Key Control & Alarm Console - has 30 illuminated keys. The keys can be used to activate/deactivate threshold conditions, for alternate routing of traffic, initiate night transfer arrangements, restrict outgoing calls on 2-way trunks, etc. This console also provides fuse alarm indications.

Make Busy Arrangements - are activated and deactivated on the customer's premises by removal of the headset from its jack, or, if provided, separately mounted keys or keys in key telephones. This arrangement makes terminals or stations appear busy to incoming calls.

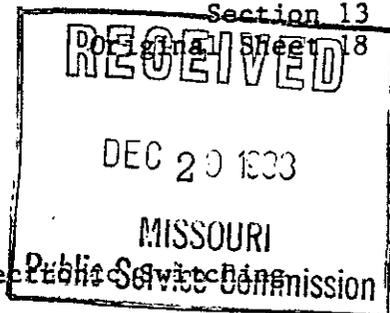
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MISCELLANFOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

2. Type C Service-(Continued)

Incoming Call Identification - will provide incoming ACD call identification information to the agent on all calls appearing at the console (including transfers) in the manner described for the following options:

Audible Call Origin - is one unique audible announcement providing for local and/or Inward-WATS calls, or both, and other unique announcements can be provided per incoming FX or tie trunk group. These announcements are barge-in and are a maximum of 1.3 seconds in length.

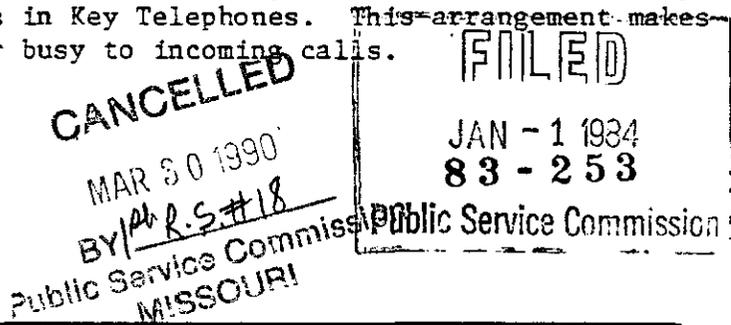
Visual Identification:

Fixed Lamp Display - provides incoming ACD call identification via illumination of customer labeled lamps. The label strip will allow a three character code to be designated by the customer.

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MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

C. Feature Descriptions-(Continued)

2. Type C Service-(Continued)

Night Transfer - provides the capability to forward calls from a split to another customer specified answering point.

Optional Emergency Power - will provide for the illumination and control functions in the event of commercial power failure at the customer's premises.

Queuing - is the arrangement whereby incoming calls are held, awaiting the availability of an answering position and are unloaded from the queue on a first-in, first-out basis. A queue slot is required for each call to be held in queue.

Service Supervising - provides for the use of special access codes for customer designated Agent Assist and/or Call Terminals which will allow supervisors to enter an agent conversation without notice.

Split - is a customer designated grouping of answering positions that perform a particular function. Each split has its own trunk group(s).

System Display and Control Unit - provides a display of agent assignment of splits or groups and also displays the incoming call peg count register readings. It also permits reconfiguration of agents to splits or report groups, either individually or by affecting the predetermined pattern. There may be no more than 31 report groups per system.

Uniform Call Distribution - provides an even distribution of incoming calls to available answering positions.

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

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MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

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C. Feature Descriptions-(Continued)

2. Type C Service-(Continued)

Night Transfer - provides the capability to forward calls from a split to another customer specified answering point.

Optional Emergency Power - will provide for the illumination and control functions in the event of commercial power failure at the customer's premises.

Queuing - is the arrangement whereby incoming calls are held, awaiting the availability of an answering position and are unloaded from the queue on a first-in, first-out basis. A queue slot is required for each call to be held in queue.

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System Display and Control Unit - provides a display of agent assignment of splits or groups and also displays the incoming call peg count register readings. It also permits reconfiguration of agents to splits or report groups, either individually or by affecting the predetermined pattern. There may be no more than 31 report groups per system.

Uniform Call Distribution - provides an even distribution of incoming calls to available answering positions.

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MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates

1. Type A & B Service

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
	Type A ACD-ESS Common Equipment, (A8A). A	\$13.70	\$586.00	\$ 6.75
	Station line - includes central office termination, one-half queue slot, intercommunication within the same ACD-ESS system, inward and outward access to the telecommunications network, each			
(FC)	(A69)(2). A	33.35	11.80	28.50

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) If a higher ratio of queue slots to stations is requested by the customer, and if the central office has the capability to provide it, the additional queue slots may be provided at rates equal to the per queue slot charge, Paragraph 13.2.1, D. of this tariff.

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MISCELLANEOUS SERVICE OFFERINGS

SEP 25 1989

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

MISSOURI
Public Service Commission

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates

1. Type A & B Service

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Type A ACD-ESS Common Equipment, (ABA)	A	\$13.70	\$586.00	(CR)\$ 6.75
Station line - includes central office termination, one-half queue slot, intercommunication within the same ACD-ESS system, inward and outward access to the telecommunications network, each (A69)(1)	A	33.35	11.80	(CR) 28.50

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MAR 30 1990
BY *302 RST/20*
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(1) If a higher ratio of queue slots to stations is requested by the customer, and if the central office has the capability to provide it, the additional queue slots may be provided at rates equal to the per queue slot charge, Paragraph 13.2.1, D. of this Tariff.

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MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)



D. Rates

1. Type A & B Service

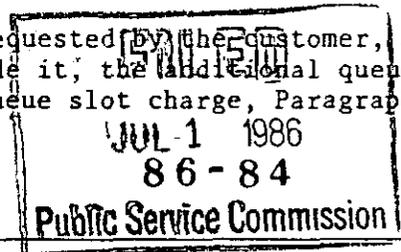
	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Type A ACD-ESS Common Equipment, (A8A)	A	\$13.70	\$586.00	(CR)\$8.50
Station line - includes central office termination, one-half queue slot, intercommunication within the same ACD-ESS system, inward and outward access to the telecommunications network, each (A69)(1)	A	33.35	11.80	(CR) 6.00

(RT)

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OCT 1 1989
BY *gms* R.S.#20
Public Service Commission
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(1) If a higher ratio of queue slots to stations is requested by the customer, and if the central office has the capability to provide it, the additional queue slots may be provided at rates equal to the per queue slot charge, Paragraph 13.2.1, D. of this Tariff.

(RT)



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MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates

1. Type A & B Service

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Type A ACD-ESS Common Equipment, (A8A)	A	\$13.70	\$586.00	\$ 5.25
Station line - includes central office termination, one-half queue slot, intercommunication within the same ACD-ESS system, inward and outward access to the telecommunications network, each (A69)(1)(2) . . .	A	33.35	11.80	26.90

CANCELLED

JUL 1 1986

BY 1st B.S. 20
 PUBLIC SERVICE COMMISSION
 OF MISSOURI

FILED
 JAN - 1 1984
 83 - 253
 Public Service Commission

- (1) If a higher ratio of queue slots to stations is requested by the customer, and if the central office has the capability to provide it, the additional queue slots may be provided at rates equal to the per queue slot charge, Paragraph 13.2.1, D. of this Tariff.
- (2) Also, apply service charges for installations, moves and changes as specified in Section 19 of this Tariff.

Issued: DEC 29 1983

Effective: JAN 0 1 1984

By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 21
Replacing 2nd Revised Sheet 21

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>	
(FC)	Make Busy Arrangements:(2)				
	-Per station (A6G) . . .	A	\$ 2.00	\$ 44.00	\$6.75
	-Per group of stations (A9A).	A	2.00	44.00	6.75
(FC)	Calls Waiting Indication, central office equipment: -Per unique timing state to be indicated in a split, each (A66CE)(3) .	A, B	3.75	118.00	6.75
(FC)	Premises common equipment, one required for 72 consoles or fraction thereof, each (A8JCE) .	B	(5)	(5)	(5)
(FC)	Delay Announcements: -Per announcement (A8GCE)	A, B	48.25	99.00	6.75
	-Per announcement access trunk, each (A8GAT)(4)	A, B	9.70	100.00	6.75
	-Per station, each (A8GST)	A	.85	---	6.75
	-Per ACD-ESS terminal, each (A8GTT)	B	1.70	---	5.50

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customer.
- (FC) (2) Also apply tariff rates for the appropriate control channel between the customer's premises and the ACD-ESS serving office for each key required.
- (FC) (3) Also apply private line charges as specified in Section 2 of the Private Line Service Tariff for control channel for each different indication arrangement and charges as specified in this tariff for premises-located station auxiliary signal and relay equipment.
- (FC) (4) Number of trunks is specifiable by customer.
- (FC) (5) Rates and charges are found in Paragraph 13.2.1, D.3., of this tariff.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 21
Replacing 1st Revised Sheet 21

MISCELLANEOUS SERVICE OFFERINGS

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13.2 ACD-ESS CENTRAL OFFICE SERVICE--(Continued)

SEP 25 1989

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)--(Continued)

MISSOURI
Public Service Commission

D. Rates--(Continued)

1. Type A & B Service--(Continued)

	Service Type(s)	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge
Make Busy Arrangements:(1)				
-Per station (A6G). . .	A	\$ 2.00	\$ 44.00	(CR)\$6.75
-Per group of stations (A9A).	A	2.00	44.00	6.75
Calls Waiting Indication, central office equipment:				
-Per unique timing state to be indicated in a split, each (A66CE)(2) .	A, B		118.00	(CR) 6.75
Premises common equipment, one required for 72 consoles or fraction thereof, each (A8JCE). .				
	B			(4)
Delay Announcements:				
-Per announcement (A8GCE)	A, B	48.25	99.00	(CR) 6.75
-Per announcement access trunk, each (A8GAT)(3)	A, B	9.70	100.00	6.75
-Per station, each (A8GST)	A	.85	---	6.75
-Per ACD-ESS terminal, each (A8GTT)	B	1.70	---	(CR) 5.50

CANCELLED
MAR 30 1990
BY 308 RS #21
Public Service Commission
MISSOURI(4)

- (1) Also apply Tariff rates for the appropriate control channel between the customer's premises and the ACD-ESS serving office for each key required.
- (2) Also apply private line charges as specified in Section 2 of the Private Line Service Tariff for control channel for each different indication arrangement and charges as specified in this Tariff for premises-located station auxiliary signal and relay equipment.
- (3) Number of trunks is specifiabile by customer.
- (4) Rates and charges are found in Paragraph 13.2.1, D.3., of this Tariff.

Issued:

Effective: OCT 01 1989

FILED

SEP 25 1989

By R. D. BARRON, President-Missouri Division

OCT 1 1989
89-14

Southwestern Bell Telephone Company Public Service Commission
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 21
Replacing Original Sheet 21

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	Service Type(s)	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge
Make Busy Arrangements:(1)				
-Per station (A6G)	A	\$ 2.00	\$ 44.00	(CR)\$8.50
-Per group of stations (A9A)	A	2.00	44.00	8.50
Calls Waiting Indication, central office equipment:				
-Per unique timing state to be indicated in a split, each (A66CE)(2)	A, B	3.75	118.00	(CR) 8.50
Premises common equipment, one required for 72 consoles or fraction thereof, each (A8JCE)	B			(4) (4)
Delay Announcements:				
-Per announcement (A8GCE)	A, B	48.25	99.00	(CR) 8.50
-Per announcement access trunk, each (A8GAT)(3)	A, B	9.70	100.00	8.50
-Per station, each (A8GST)	A	.85		8.50
-Per ACD-ESS terminal, each (A8GTT)	B	1.70		(CR) 8.50

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JUN 27 1986
MISSOURI
Public Service Commission

CANCELLED
OCT 1 1989
BY *JMS* R.S. 721
Public Service Commission
MISSOURI

FILED
JUL 1 1986
86-84
Public Service Commission

- (1) Also apply Tariff rates for the appropriate control channel on the customer's premises and the ACD-ESS serving office for each key required.
- (2) Also apply private line charges as specified in Section 2 of the Private Line Service Tariff for control channel for each different indication arrangement and charges as specified in this Tariff for premises-located station auxiliary signal and relay equipment.
- (3) Number of trunks is specifiabile by customer.
- (4) Rates and charges are found in Paragraph 13.2.1, D.3., of this Tariff.

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff

Section 13
Original Sheet 21
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MISSOURI
Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Make Busy Arrangements:(1)				
-Per station (A6G)	A	\$ 2.00	\$ 44.00	\$5.25
-Per group of stations (A9A)	A	2.00	44.00	5.25
Calls Waiting Indication, central office equipment:				
-Per unique timing state to be indicated in a split, each (A66CE)(2) . . .	A, B	3.75	118.00	5.25
Premises common equipment, one required for 72 consoles or fraction thereof, each (A8JCE) . . .				
	B	(4)	(4)	(4)
Delay Announcements:				
-Per announcement (A8GCE)	A, B	48.25	99.00	5.25
-Per announcement access trunk, each (A8GAT)(3)	A, B	9.70	100.00	5.25
-Per station, each (A8GST)	A	.85		5.25
-Per ACD-ESS terminal, each (A8GTT)	B	1.70		5.25

CANCELLED
JUL 1 1986
BY J.R.S. 21
PUBLIC SERVICE COMMISSION
OF MISSOURI

FILED
JAN - 1 1984
83 - 253
Public Service Commission

- (1) Also apply Tariff rates for the appropriate control channel between the customer's premises and the ACD-ESS serving office for each key required.
- (2) Also apply private line charges as specified in Section 2 of the Private Line Service Tariff for control channel for each different indication arrangement and charges as specified in this Tariff for premises-located station auxiliary signal and relay equipment.
- (3) Number of trunks is specifiabale by customer.
- (4) Rates and charges are found in Paragraph 13.2.1, D.3., of this Tariff.

Issued: DEC 29 1983 Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 22
Replacing 2nd Revised Sheet 22

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

		<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/Move Charge</u>	<u>Service and Equipment Charge</u>
(FC)	Network Access Register, each(2)(3)(4).	A, B	PBX Trunk Rate	---	(7)
(FC)	Foreign Exchange and Foreign Central Office Service Termination on ACD-ESS queuing equipment ,each (A8EFX) . . .	A, B	\$49.40(6)	\$123.00(6)	\$5.50
(FC)	Tie Line(5) or Private Switched Service (CCSA) Access Line Termination on ACD-ESS queuing equipment, each (A8ETL) . . .	A, B	48.85(6)	123.00(6)	5.50
(FC)	Tie Line Termination(5) or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment, each (A3L). . .	A, B	56.30(6)	123.00(6)	5.50

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) Apply rates and charges for Touch-Tone Calling Service applicable to Private Branch Exchange trunks as found in Section 24 of this tariff on each Network Access Register equipped for exchange Touch-Tone calling.
- (3) If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.
- (4) Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.
- (5) Also includes "trunk-to-station" tie line terminations.
- (6) These rates are in addition to charges for the actual facilities which are covered in this and other tariffs.
- (FC) (7) Refer to the Local Exchange Tariff for appropriate Service and Equipment Charge.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

CANCELLED
June 29, 2007
TO-2002-185
Missouri Public
Service Commission

Filed
MO PSC

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 22
Replacing 1st Revised Sheet 22

MISCELLANEOUS SERVICE OFFERINGS

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13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

SEP 25 1989

MISSOURI
Public Service Commission

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	Service Type(s)	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge
Network Access Register, each(1)(2)(3).	A, B	PBX Trunk Rate	---	(6)
Foreign Exchange and Foreign Central Office Service Termination on ACD-ESS queuing equipment, each (ABEFX) . . .	A, B	\$49.40(5)	\$123.00(5)	(CR)\$5.50
Tie Line(4) or Private Switched Service (CCSA) Access Line Termination on ACD-ESS queuing equipment, each (ABETL) . . .	A, B	48.85(5)	123.00(5)	5.50
Tie Line Termination(4) or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment, each (A3L). . .	A, B	56.30(5)	123.00(5)	(CR) 5.50

CANCELLED
MAR 30 1990
BY *3ms* R.S.#122
Public Service Commission
MISSOURI

- (1) Apply rates and charges for Touch-Tone Calling Service applicable to Private Branch Exchange trunks as found in Section 24 of this Tariff on each Network Access Register equipped for exchange Touch-Tone calling.
- (2) If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.
- (3) Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.
- (4) Also includes "trunk-to-station" tie line terminations.
- (5) These rates are in addition to charges for the actual facilities which are covered in this and other Tariffs.
- (6) Refer to the Local Exchange Tariff for appropriate Service and Equipment Charge.

FILED

Issued: SEP 25 1989

Effective: OCT 01 1989

OCT 1 1989
89-14

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri
Public Service Commission

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 22
~~Replacing-Original Sheet 22~~

MISCELLANEOUS SERVICE OFFERINGS



13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

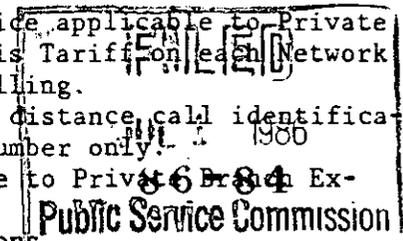
D. Rates-(Continued)

1. Type A & B Service-(Continued)

	Service Type(s)	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge
Network Access Register, each(1)(2)(3).	A, B	PBX Trunk Rate		(6)
Foreign Exchange and Foreign Central Office Service Termination on ACD-ESS queuing equipment, each (A8EFX)	A, B	\$49.40(5)	123.00(5)	(CR)\$8.50
Tie Line(4) or Private Switched Service (CCSA) Access Line Termination on ACD-ESS queuing equipment, each (A8ETL)	A, B	48.85(5)	123.00(5)	(CR) 8.50
Tie Line Termination(4) or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment, each (A3L)	A, B	56.30(5)	123.00(5)	(CR) 8.50

CANCELLED
OCT 1 1989
BY *gms* R.S.#22
Public Service Commission
MISSOURI

- (1) Apply rates and charges for Touch-Tone Calling Service applicable to Private Branch Exchange trunks as found in Section 24 of this Tariff for each Network Access Register equipped for exchange Touch-Tone calling.
- (2) If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.
- (3) Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.
- (4) Also includes "trunk-to-station" tie line terminations.
- (5) These rates are in addition to charges for the actual facilities which are covered in this and other Tariffs.
- (6) Refer to the Local Exchange Tariff for appropriate Service and Equipment Charge.



Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
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 Section 13
 Original Sheet 22
 DEC 29 1983
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 Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	Service Type(s)	Monthly Rate	Complex Installation/Move Charge	Service and Equipment Charge
Network Access Register, each(1)(2)(3)	A, B	PBX Trunk Rate	---	(6)
Foreign Exchange and Foreign Central Office Service Termination on ACD-ESS queuing equipment, each (A8EFX)	A, B	\$49.40(5)	\$123.00(5)	\$5.25
Tie Line(4) or Private Switched Service (CCSA) Access Line Termination on ACD-ESS queuing equipment, each (A8ETL)	A, B	56.30(3)	123.00(5)	5.25
Tie Line Termination(4) or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment, each (A3L)	A, B	56.30(3)	123.00(5)	5.25

CANCELLED

JUL 1 1986

BY *R.S. 22*
 PUBLIC SERVICE COMMISSION
 MISSOURI

FILED
 JAN - 1 1984
 83 - 233
 Public Service Commission

- (1) Apply rates and charges for Touch-Tone Calling Service applicable to Private Branch Exchange trunks as found in Section 24 of this Tariff on each Network Access Register equipped for exchange Touch-Tone calling.
- (2) If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.
- (3) Charge rate equivalent to service charges applicable to Private Branch Exchange change trunks.
- (4) Also includes "trunk-to-station" tie line terminations.
- (5) These rates are in addition to charges for the actual facilities which are covered in this and other Tariffs.
- (6) Refer to the Local Exchange Tariff for appropriate Service and Equipment Charge.

Issued: DEC 29 1983

Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 23
Replacing 2nd Revised Sheet 23

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-Continued

D. Rates-(Continued)

1. Type A & B Service-(Continued)

		<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip-ment Charge</u>
	Type B ACD-ESS Common Equipment, per system:				
	-Central Office Components (A3D)	B	\$1,350.60	\$9,200.00	---
(FC)	-Premises Components (A3P)	B	(2)	(2)	6.00
(FC)	Per 120 consoles or fraction thereof, (A3Z)(3).	B	167.65	351.00	5.50
(FC)	Per 72 consoles or fraction thereof, (A8B)	B	(2)	(2)	6.00
	Per split arranged for queuing, -First on requested order (A3S)	B	7.60	438.00	5.50
	-Each additional on the same order (A3S). . . .	B	7.60	341.00	5.50
(FC)	Queue slot, each (A83RA)(4).	A, B	1.60	10.10	6.75

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) Rates and charges are found in Paragraph 13.2.1, D.3., of this Tariff.
- | (3) A basic termination charge of \$4,450.00 applies, reduced by 1/60 for each month this service is retained in service.
- |
- (FC) (4) The number of queue slots is specifiable by the customer where the serving central office is so equipped.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 23
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MISCELLANEOUS SERVICE OFFERINGS

SEP 25 1989

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued) MISSOURI Public Service Commission

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip- ment Charge</u>
Type B ACD-ESS Common Equipment, per system:				
-Central Office Com- ponents (A3D)	B	\$1,350.60	\$9,200.00	---
-Premises Components (A3P)	B	(1)	(1)	\$6.00
Per 120 consoles or fraction thereof, (A3Z)(2).	B	167.65	351.00	(CR) 5.50
Per 72 consoles or fraction thereof, (A8B)	B			6.00
Per split arranged for queuing,				
-First on requested order (A3S)	B	7.60	438.00	5.50
-Each additional on the same order (A3S).	B	7.60	341.00	5.50
Queue slot, each (A83RA)(3).	A,B	1.60	10.10	(CR) 6.75

CANCELLED
OCT 30 1990
BY 308 R.S.#23
Public Service Commission
MISSOURI

- (1) Rates and charges are found in Paragraph 13.2.1, D.3., of this Tariff.
- (2) A basic termination charge of \$4,450.00 applies, reduced by 1/60 for each month this service is retained in service.
- (3) The number of queue slots is specifiabile by the customer where the serving central office is so equipped.

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No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 23
Replacing Original Sheet 23

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Type B ACD-ESS Common Equipment, per system:				
-Central office Components (A3D)	B	\$1,350.60	\$9,200.00	---
-Premises Components (A3P)	B	(1)	(1)	(CR)\$6.00
Per 120 consoles or fraction thereof, (A3Z)(2)	B	7.65	351.00	8.50
Per 72 consoles or fraction thereof, (A8B)	B		(1)	8.50
Per split arranged for queuing, -First on requested order (A3S)	B	7.60	438.00	8.50
-Each additional on the same order (A3S)	B	7.60	341.00	8.50
Queue slot, each (A83RA)(3)	A,B	1.60		(CR) 8.50

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OCT 1 1989
BY *[Signature]* P.S. #23(1)
Public Service Commission
MISSOURI

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JUL 1 1986
86-84
Public Service Commission

- (1) Rates and charges are found in Paragraph 13.2.1, D.3.
- (2) A basic termination charge of \$4,450.00 applies, reduced by 1/60 for each month this service is retained in service.
- (3) The number of queue slots is specifiabile by the customer where the serving central office is so equipped.

Issued: JUN 27 1986

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By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

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General Exchange Tariff
 Section 13
 Original Sheet 23
 DEC 29 1983
 MISSOURI
 Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Type B ACD-ESS Common Equipment, per system:				
-Central office Components (A3D)	B	\$1,350.60	\$9,200.00	---
-Premises Components (A3P)	B	(1)	(1)	\$5.25
Per 120 consoles or fraction thereof, (A3Z) (2)				
	B	167.65	351.00	5.25
Per 72 consoles or fraction thereof, (A8B)				
	B	(1)	(1)	4.75
Per split arranged for queuing,				
-First on requested order (A3S)	B	7.60	438.00	5.25
-Each additional on the same order (A3S)	B	7.60	341.00	5.25
Queue slot, each (A83RA) (3)	B		10.10	5.25

CANCELLED

JUL 1 1986
 BY *L.R.S.* 23
 PUBLIC SERVICE COMMISSION
 OF MISSOURI

FILED
 JAN - 1 1984
 83 - 253
 Public Service Commission

- (1) Rates and charges are found in Paragraph 13.2.1, D.3., of this tariff.
- (2) A basic termination charge of \$4,450.00 applies, reduced by 1/60 for each month this service is retained in service.
- (3) The number of queue slots is specifiable by the customer where the serving central office is so equipped.

Issued: DEC 29 1983

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By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 24
Replacing 2nd Revised Sheet 24

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

		<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip-ment Charge</u>
	Attendant Positions: -Per agent or super-visor multibutton (FC) console, each (A8C) . . .	B	(2)	(2)	(2)
	-Per supervisor single- (FC) line set, each (A9B)(3) Rotary dial	B	\$ 1.80	---	\$6.00
	Touch-Tone.		2.55	---	6.00
(FC)	ACD-ESS Terminal, each (A3E)(4)(5)(6) . . .	B	26.30	\$25.00	5.50

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) Rates and charges are found in Paragraph 13.2.1, D.3., of this tariff.
- (3) Applies in addition to rates for Agent Call and Assist Terminals when they are not to be installed in association with another service which would provide vacant multibutton telephone keys for termination. Incoming ACD-ESS calls may not be processed to these single-line sets.
- (4) In addition, apply rates found in Section 2 of the Private Line Service Tariff for a channel between the ACD-ESS serving office and the customer's premises for each six terminals or fraction thereof.
- (5) When used as supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.
- (FC) (6) One voice grade channel is provided according to the regulations found preceding.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 24
Replacing 1st Revised Sheet 24

MISCELLANEOUS SERVICE OFFERINGS

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13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

SEP 25 1989

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

MISSOURI
Public Service Commission

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip-ment Charge</u>
Attendant Positions:				
-Per agent or supervisory multibutton console, each (A8C) . . .	B	(1)	(1)	(1)
-Per supervisor single-line set, each (A9B)(2)	B			
Rotary dial		\$ 1.80	---	\$6.00
Touch-Tone.		2.55	---	6.00
ACD-ESS Terminal, each (A3E)(3)(4)(5) . . .	B	26.30	\$25.00	(CR)5.50

CANCELLED
MAR 30 1990
BY 3rd RS#24
Public Service Commission
MISSOURI

- (1) Rates and charges are found in Paragraph 13.2.1, D.3., of this Tariff.
- (2) Applies in addition to rates for Agent Call and Assist Terminals when they are not to be installed in association with another service which would provide vacant multibutton telephone keys for termination. Incoming ACD-ESS calls may not be processed to these single-line sets.
- (3) In addition, apply rates found in Section 2 of the Private Line Service Tariff for a channel between the ACD-ESS serving office and the customer's premises for each six terminals or fraction thereof.
- (4) When used as supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.
- (5) One voice grade channel is provided according to the regulations found preceding.

Issued: SEP 25 1989

Effective: OCT 01 1989

FILED

By R. D. BARRON, President-Missouri Division

OCT 1 1989
89-14

Southwestern Bell Telephone Company Public Service Commission
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 24
Replacing Original Sheet 24

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Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	Service Type(s)	Monthly Rate	Complex Installation/Move Charge	Service and Equipment Charge
Attendant Positions:				
(RT)				
(RT)				

Attendant Positions:

-Per agent or supervisory multibutton console, each (A8C)

B

(1)

(1)

(1)

-Per supervisor single-line set, each (A9B)(2)

B

Rotary dial

\$ 1.80

(CR)\$6.00

Touch-Tone.

2.55

(CR) 6.00

ACD-ESS Terminal, each (A3E)(3)(4)(5).

B

26.30

\$25.00

(CR) 8.50

CANCELLED

OCT 1 1989

BY 200 RS.#24

Public Service Commission
MISSOURI

- (1) Rates and charges are found in Paragraph 13.2.1, D.3., of this Tariff.
- (2) Applies in addition to rates for Agent Call and Assist Terminals when they are not to be installed in association with another service which would provide vacant multibutton telephone keys for termination. Incoming ACD-ESS calls may not be processed to these single-line sets.
- (FC) (3) In addition, apply rates found in Section 2 of the Private Line Service Tariff for a channel between the ACD-ESS serving office and the customer premises for each six terminals or fraction thereof.
- (FC) (4) When used as supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.
- (FC) (5) One voice grade channel is provided according to the regulations and preceding.

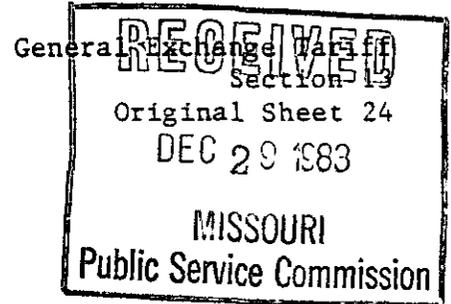
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JUL 1 1986
86-84
Public Service Commission

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.



MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

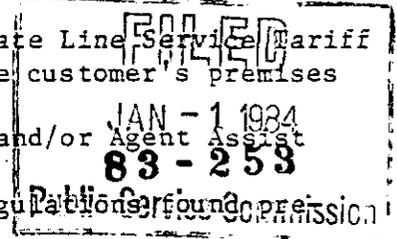
13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Attendant Positions:				
-Per agent or supervisory multibutton console, each (A8C) . . .	B	(1)	(1)	(1)
-Per supervisor single-line set, each (A9B)(2)(3)	B			
Rotary dial		\$ 1.80	---	\$4.75
Touch-Tone		2.55	---	4.75
ACD-ESS Terminal, each (A3E)(4)(5)(6)(7) . .	B	26.30	\$25.00	5.25

- (1) Rates and charges are found in Paragraph 13.2.1 of this Tariff.
- (2) Applies in addition to rates for Agent Call and Assist Terminals when they are not to be installed in association with another service which would provide vacant multibutton telephone keys for termination. Incoming ACD-ESS calls may not be processed to these single-line sets.
- (3) Also apply service charge(s) for installation of service as described in Section 19 of this Tariff.
- (4) In addition, apply rates found in Section 2 of the Private Line Service Tariff for a channel between the ACD-ESS serving office and the customer's premises for each six terminals or fraction thereof.
- (5) When used as supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.
- (6) One voice grade channel is provided according to the regulations governing ceding.
- (7) Refer to Section 19 of this Tariff for the appropriate service charge(s) when installed subsequent to the initial installation of the system.



Issued: DEC 29 1983

Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 25
Replacing 2nd Revised Sheet 25

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-
(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

		<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
(FC)	Agent Assist Terminal - one required for each serving office termination used for channels over which agents obtain assistance from a supervisor console, each (A3G)(2)(3)(4)(5). . .	B	\$5.60	\$158.50	\$5.50
(FC)	Agent Call Terminal - one required for each channel used by supervisors to call special access numbers necessary for completing "assistance call backs" or for service supervising of consoles, each (A3J)(2)(4)(5). . .	B	5.35	158.50	5.50

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) In addition, rates found in Section 2 of the Private Line Service Tariff are applicable for a channel between the ACD-ESS serving office and the customer's premises.
- | (3) If visual supervision is required, additional equipment furnished at the customer's expense will be required.
- | (4) If terminal lines are installed in telephone instruments other than Agent or Supervisory Consoles, the customer will furnish this equipment.
- (FC) (5) When a single-line instrument is required for termination, also apply rates for Supervisors Single-Line Console.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 25
Replacing 1st Revised Sheet 25

MISCELLANEOUS SERVICE OFFERINGS

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13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

SEP 25 1989

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

MISSOURI

Public Service Commission

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip- ment Charge</u>
Agent Assist Terminal - one required for each serving office termination used for channels over which agents obtain assistance from a supervisor console, each (A3G)(1)(2)(3)(4). . . .	B	\$5.60	\$158.50	(CR)\$5.50
Agent Call Terminal - one required for each channel used by supervisors to call special access numbers necessary for completing "assistance call backs" or for service supervising of consoles, each (A3J)(1)(3)(4). . . .	B	5.35	158.50	(CR) 5.50

CANCELLED
MAR 30 1990
BY 308 R.S.#25
Public Service Commission
MISSOURI

- (1) In addition, rates found in Section 2 of the Private Line Service Tariff are applicable for a channel between the ACD-ESS serving office and the customer's premises.
- (2) If visual supervision is required, additional equipment furnished at the customer's expense will be required.
- (3) If terminal lines are installed in telephone instruments other than Agent or Supervisory Consoles, the customer will furnish this equipment.
- (4) When a single-line instrument is required for termination, also apply rates for Supervisors Single-Line Console.

Issued: SEP 25 1989

Effective: OCT 01 1989

FILED

By R. D. BARRON, President-Missouri Division

OCT 1 1989

Southwestern Bell Telephone Company Public Service Commission
St. Louis, Missouri

89 - 14

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
 Section 13
 1st Revised Sheet
 Replacing Original Sheet 25

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 Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Elect (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
(RT)	Agent Assist Terminal - one required for each serving office termination used for channels over which agents obtain assistance from a supervisor console, each (A3G)(1)(2)(3)(4) B	\$5.60	\$158.50	(CR)\$8.50
(RT)	Agent Call Terminal - one required for each channel used by supervisors to call special access numbers necessary for completing "assistance call backs" or for service supervising of consoles, each (A3J)(1)(3)(4) B	5.35	158.50	(CR) 8.50

CANCELLED
 OCT 1 1989
 BY *Jmd* R.S.#25
 Public Service Commission
 MISSOURI

- (1) In addition, rates found in Section 2 of the Private Line Service Tariff are applicable for a channel between the ACD-ESS serving office and the customer's premises.
- (2) If visual supervision is required, additional equipment furnished at the customer's expense will be required.
- (3) If terminal lines are installed in telephone instruments other than Agent or Supervisory Consoles, the customer will furnish this equipment.
- (4) When a single-line instrument is required for termination, also apply rates for Supervisors Single-Line Console.

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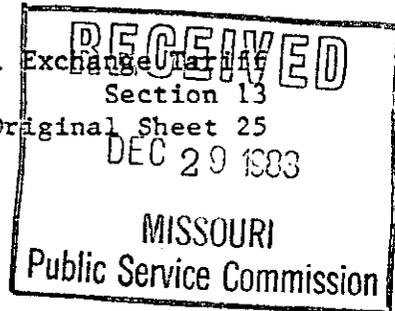
Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
Original Sheet 25



MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Agent Assist Terminal - one required for each serving office termination used for channels over which agents obtain assistance from a supervisor console, each (A3G) (1) (2) (3) (4) (5) . . .	B	\$5.60	\$158.50	\$5.25
Agent Call Terminal - one required for each channel used by supervisors to call special access numbers necessary for completing "assistance call backs" or for service supervising of consoles, each (A3J) (1) (3) (4) (5) . . .			158.50	5.25

CANCELLED

BY ARS.25
PUBLIC SERVICE COMMISSION
OF MISSOURI



- (1) In addition, rates found in Section 2 of the Private Line Service Tariff are applicable for a channel between the ACD-ESS serving office and the customer's premises.
- (2) If visual supervision is required, additional equipment furnished at the customer's expense will be required.
- (3) If terminal lines are installed in telephone instruments other than Agent or Supervisory Consoles, the customer will furnish this equipment.
- (4) When a single-line instrument is required for termination, also apply rates for Supervisors Single-Line Console.
- (5) Refer to Section 19 of this Tariff for the appropriate service charge(s) when installed subsequent to the initial installation of the system.

Issued: DEC 29 1983

Effective: JAN 0 1 1984

By F. D. BARRON, Vice President-Missouri
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 26
Replacing 1st Revised Sheet 26

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

		<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip-ment Charge</u>
(FC)	Night Transfer - per split equipped (A3T)(2)(3) . . .	B	\$ 1.85	\$37.60	\$6.00
	Call Origin Announcements:				
	-Per announcement (A8FTG).	B	48.25	89.00	6.00
	-Additional equipment required for Foreign Exchange or Foreign Serving Office lines to reach Call Origin Announcements, each line (A8FTE).	B	2.55	69.75	6.00
	-Per ACD-ESS Terminal (A8FTR)	B	1.25	---	6.00

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) Also apply private line charges for a Type 101 channel as specified in Section 2 of the Private Line Service Tariff for control channel per night transfer key.
- (FC) (3) Activation requires a premises-located key which may be included in the Key Control and Alarm Console or be a separately mounted key provided at the customer's expense.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 26
Replacing Original Sheet 26

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Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

I. Type A & B Service-(Continued)

	Service Type(s)	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge
Night Transfer - per split equipped (A3T)(1)(2) . . .	B	\$ 1.85	\$37.60	(CR)\$6.00
Call Origin Announcements: -Per announcement (A8FTG).	B	48.25	89.00	6.00
-Additional equipment required for Foreign Exchange or Foreign Serving Office lines to reach Call Origin Announcements, each line (A8FTE)	B	2.55	69.75	6.00
-Per ACD-ESS Terminal (A8FTR)	B	1.25	---	(CR) 6.00

CANCELLED
MAR 30 1990
BY *gmb* R.S.#26
Public Service Commission
MISSOURI

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JUL 1 1986
8.6 - 8.4
Public Service Commission

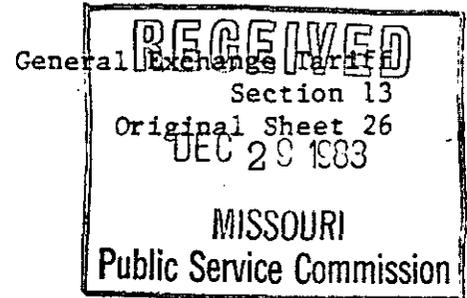
- (1) Also apply private line charges for a Type 101 channel as specified in Section 2 of the Private Line Service Tariff for control channel per night transfer key.
- (2) Activation requires a premises-located key which may be included in the Key Control and Alarm Console or be a separately mounted key provided at the customer's expense.

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.



MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

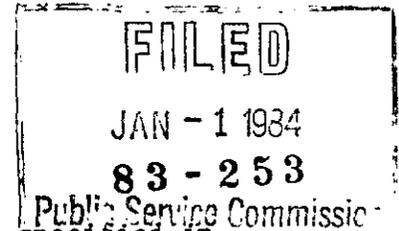
D. Rates-(Continued)

1. Type A & B Service-(Continued)

	Service Type(s)	Monthly Rate	Complex Installation/Move Charge	Service and Equipment Charge
Night Transfer - per split equipped (A3T)(1)(2) . . .	B	\$ 1.85	\$37.60	\$5.25
Call Origin Announcements:				
-Per announcement (A8FTG).	B	48.25	89.00	5.25
-Additional equipment required for Foreign Exchange or Foreign Serving Office lines to reach Call Origin Announcements, each line (A8FTE)	B	2.55	69.75	5.25
-Per ACD-ESS Terminal (A8FTR)	B	1.25	---	5.25

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JUL 1 1986
 BY J. R. S. 26
 PUBLIC SERVICE COMMISSION
 OF MISSOURI



- (1) Also apply private line charges for a Type 101 channel as specified in Section 2 of the Private Line Service Tariff for control channel per night transfer key.
- (2) Activation requires a premises-located key which may be included in the Key Control and Alarm Console or be a separately mounted key provided at the customer's expense.

Issued: DEC 29 1983

Effective: JAN 0 1 1984

By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 27
Replacing 2nd Revised Sheet 27

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

		<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip- ment Charge</u>
(FC)	Flexible First Delay Announcement:(2) -Announcement, each (A30CE).	B	\$ 48.20	\$115.00	\$5.50
	-Trunk to access the flexible delay announcement, each (A30AT).	B	9.70	100.00	5.50
(FC)	Agent Emergency Alert Arrangement - one required per 24 consoles or fraction thereof with the service supervising provided, each (A85AM)	B	(3)	(3)	(3)

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) This tariff element is supplemental to Tariff Delay Announcement items.
- (FC) (3) Rates and charges are defined in Paragraph 13.2.1, D.3., of this tariff.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 27
Replacing 1st Revised Sheet 27

MISCELLANEOUS SERVICE OFFERINGS

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13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

SEP 25 1989

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

MISSOURI

Public Service Commission

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip- ment Charge</u>
Flexible First Delay Announcement:(1) -Announcement, each (A30CE)	B	\$ 48.20	\$115.00	(CR)\$5.50
-Trunk to access the flexible delay announcement, each (A30AT)	B	9.70	100.00	(CR) 5.50
Agent Emergency Alert Arrangement - one required per 24 consoles or fraction thereof with the service supervising provided, each (A85AM)	B	(2)	(2)	(2)

CANCELLED
MAR 30 1990
BY 314 R.S.#27
Public Service Commission
MISSOURI

(1) This Tariff element is supplemental to Tariff Delay Announcement items.
(2) Rates and charges are defined in Paragraph 13.2.1, D.3., of this Tariff.

Issued: SEP 25 1989

Effective: OCT 01 1989

FILED

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company Public Service Commission
St. Louis, Missouri

OCT 1 1989
89-14

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 27
Replacing Original Sheet 27

MISCELLANEOUS SERVICE OFFERINGS

13.2 . ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Systems (ACD-ESS)-(Continued)

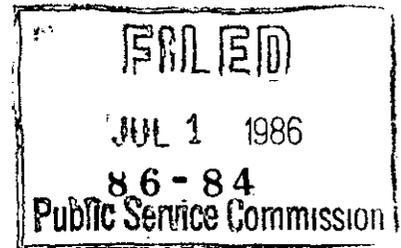
D. Rates-(Continued)

1. Type A & B Service-(Continued)



	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Flexible First Delay Announcement:(1) -Announcement, each (A30CE)	B	\$ 48.20	\$115.00	(CR)\$8.50
-Trunk to access the flexible delay announcement, each (A30AT)	B	9.70	100.00	(CR) 8.50
Agent Emergency Alert Arrangement - one required per 24 consoles or fraction thereof with the service supervising provided, each (A85AM)	B	(2)	(2)	(2)

CANCELLED
OCT 1 1989
BY *Jad* R.S.#27
Public Service Commission
MISSOURI



(1) This Tariff element is supplemental to Tariff Delay Announcement items.
(2) Rates and charges are defined in Paragraph 13.2.1, D.3., of this Tariff.

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General-Exchange Tariff

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MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Flexible First Delay Announcement:(1)				
-Announcement, each (A30CE)	B	\$ 48.20	\$115.00	\$5.25
-Trunk to access the flexible delay announcement, each (A30AT)	B	9.70	100.00	5.25
Agent Emergency Alert Arrangement - one required per 24 consoles or fraction thereof with the service supervising provided, each (A85AM)	B	(2)	(2)	(2)

CANCELLED

JUL 1 1986
 BY 127 R.S. 27
 PUBLIC SERVICE COMMISSION
 OF MISSOURI

FILED
 JAN - 1 1984
 83 - 253
 Public Service Commission

(1) This Tariff element is supplemental to Tariff Delay Announcement Items.
 (2) Rates and charges are defined in Paragraph 13.2.1, D.3., of this Tariff.

Issued: DEC 29 1983

Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 28
Replacing Original Sheet 28

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)



	Service Type(s)	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge
System Display and Control Equipment:				
-Display and Control Unit, central office components, each (A4C)	B	\$20.85	\$233.00	(CR)\$6.00
-Premises components, each (A8K).	B	(1)	(1)	(1)
-Optional printer associated with a Display and Control Unit, each (A8P)	B	(1)	(1)	(1)
-Agent to split patterns, each (A9GAS)	B	5.40	233.00	(CR) 6.00
-Agent to reporting group patterns, each (A9GAR)	B	5.40	208.00	(CR) 6.00

CANCELLED

MAR 30 1990
BY *gmd* R.S.# 28
Public Service Commission
MISSOURI



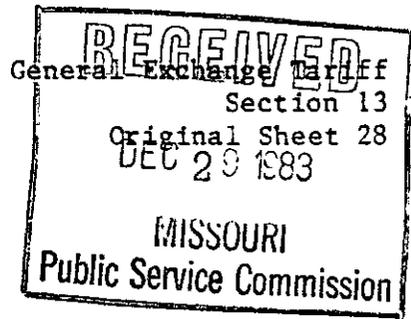
(1) Rates and charges are defined in Paragraph 13.2.1, D.3., of this Tariff.

Issued: JUN 27 1986

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By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.



MISCELLANFOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

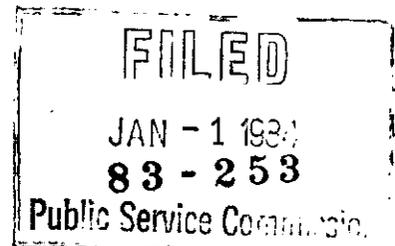
1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
System Display and Control Equipment:				
-Display and Control Unit, central office components, each (A4C)	B	\$20.85	\$233.00	\$5.25
-Premises components, each (A8K)	B	(1)	(1)	(1)
-Optional printer associated with a Display and Control Unit, each (A8P)	B	(1)	(1)	(1)
-Agent to split patterns, each (A9GAS)	B	5.40	233.00	5.25
-Agent to reporting group patterns, each (A9GAR) . .	B	5.40	208.00	5.25

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JUL 1 1986

BY J.R.S. 28
PUBLIC SERVICE COMMISSION
OF MISSOURI



(1) Rates and charges are defined in Paragraph 13.2.1, D.3., of this Tariff.

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By R. D. BARRON, Vice President-Missouri
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 29
Replacing 1st Revised Sheet 29

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

		<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/Move Charge</u>	<u>Service and Equipment Charge</u>
	Dynamic Traffic Display				
	-Common equipment for up to 20 display units, for a maximum of 12 splits, with a split displayed no more than five times, each (A8LCE)(2)	B	\$19.10	\$1,100.00	\$6.00
(FC)	-Per split (A8LSP).	B	9.20	---	6.00
	-Dynamic traffic display units displaying information on, one split each (A8M)	B	(3)	(3)	(3)
(FC)	-Display controller, one required one split units, each (A8LUC).	B	(3)	(3)	(3)
	-Common equipment, one required per 30 Dynamic Display Units, each (A8LMF)	B	56.85	---	6.00
(FC)	Agent Status Display Console, each (A9C).	B	(3)	(3)	(3)

(MT)

(MT)

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) In addition, apply Private Line Service Tariff charges for one channel for each common equipment.
- (FC) (3) Rates and charges are defined in Paragraph 13.2.1, D.3., of this tariff.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 29
Replacing Original Sheet 29

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	Service Type(s)	Monthly Rate	Installation/ Move Charge	Equipment Charge
Dynamic Traffic Display				
-Common equipment for up to 20 display units, for a maximum of 12 splits, with a split displayed no more than five times, each (A8LCE)(1)	B	\$19.10	\$1,100.00	(CR)\$6.00
-Per split (A8LSP).	B	9.20	---	(CR) 6.00
-Dynamic traffic display units displaying information on one split, each (A8M)	B	(2)	(2)	(2)
-Display controller, one required per 20 display units, each (A8LUC).	B	(2)	(2)	(2)
-Common equipment, one required per 30 Dynamic Display Units, each (A8LMF)	B		---	(CR) 6.00
Agent Status Display Console, each (A9C).	B			(2)
Key Control and Alarm Console,				
-Console with up to ten keys equipped for alarm conditions, each (A8Q).	B			(2)
-Keys equipped for activation/deactivation of control functions at the central office, each key (A4K)(3)	B	1.75		(2)



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MAR 20 1990
BY gmd RS#29
Public Service Commission
MISSOURI



(1) In addition, apply Private Line Service Tariff charges for one channel for each common equipment.
(2) Rates and charges are defined in Paragraph 13.2.1, D.3., of this Tariff.
(3) In addition, apply a Series 101 Channel as specified in Section 2 of the Private Line Service Tariff. One channel required for each function controlled by key.

Issued: JUN 27 1986 Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff

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 Section Original Sheet
 DEC 29 1983
 MISSOURI
 Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Dynamic Traffic Display				
-Common equipment for up to 20 display units, for a maximum of 12 splits, with a split displayed no more than five times, each (A8LCE) (1)	B	\$19.10	\$1,100.00	\$4.75
-Per split (A8LSP)	B	9.20	---	4.75
-Dynamic traffic display units displaying information on one split, each (A8M)	B	(2)	(2)	(2)
-Display controller, one required per 20 display units, each (A8LUC)	B	(2)	(2)	(2)
-Common equipment, one required per 30 Dyanmic Display Units, each (A8LMF)	B	56.85	---	4.75
Agent Status Display Console, each (A9C)	B	(2)	(2)	(2)
Key Control and Alarm Console,				
-Console with up to ten keys equipped for alarm conditions, each (A8Q)	B	(2)	(2)	(2)
-Keys equipped for activation/deactivation of control functions at the central office, each key by (A4K) (3)	B	(2)	(2)	(2)

CANCELLED

JUL 1 1986
 R.S. 29
 P. BELLSERVICE COM-1175
 OF MISSOURI

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 (2) (2)
 JAN - 1 1984
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 Public Service Commission

- (1) In addition, apply Private Line Service Tariff charges for one channel for each common equipment.
- (2) Rates and charges are defined in Paragraph 13.2.1, D.3., of this Tariff.
- (3) In addition, apply a Series 101 Channel as specified in Section 2 of the Private Line Service Tariff. One channel required for each function controlled by key.

Issued: DEC 29 1983 Effective: JAN 0 1 1984

By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
Original Sheet 29.01

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Key Control and Alarm Console, -Console with up to ten keys equipped for alarm conditions, each (A8Q).	B	(2)	(2)	(2)
-Keys equipped for activation/ deactivation of control functions at the central office, each key (A4K)(3)	B	\$1.75	\$84.25	\$6.00

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (2) Rates and charges are defined in Paragraph 13.2.1, D.3., of this tariff.
- (3) In addition, apply a Series 101 Channel as specified in Section 2 of the Private Line Service Tariff. One channel required for each function controlled by key.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 30
Replacing Original Sheet 30

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)



	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Teletypewriter Management Information System (MIS)				
Common equipment for teletypewriter - one required for ACD-ESS system, each (A8T)(1) . . .	B	572.00	\$572.00	(CR)\$6.00
Split Counts:				
-Common equipment, one required for each five splits or fraction thereof:				
Half hourly and daily counts, each (A8SHH) . . .	B	124.95	50.50	6.00
Hourly and daily counts, each (A8SHC) . . .	B	62.45	50.50	6.00
-Counts per split, up to 19 counts, each (A8SSC)	B	13.70	302.00	(CR) 6.00

CANCELLED
MAR 30 1990
BY *[Signature]* R.S.#30
Public Service Commission
MISSOURI



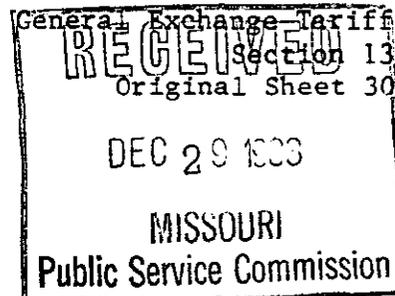
(1) In addition, the customer will be required to provide the following service or a comparable service:
(a) a Model 35 receive-only teletypewriter, (b) one data set for 110 baud service or greater and (c) one 150 baud teletypewriter channel.

Issued: 2/7/86

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

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MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Teletypewriter Management Information System (MIS)				
Common equipment for teletypewriter - one required for ACD-ESS system, each (A8T)(1) . . .	B	\$151.35	\$572.00	\$5.25
Split Counts:				
-Common equipment, one required for each five splits or fraction thereof:				
Half hourly and daily counts, each (A8SHR) . .	B	124.95	50.50	5.25
Hourly and daily counts, each (A8SHC) . .	B	62.45	50.50	5.25
-Counts per split, up to 19 counts, each (A8SSC)				
	B	13.70	302.00	5.25

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JUL 1 1986
BY 1st R.S. 30
PUBLIC SERVICE COMMISSION



(1) In addition, the customer will be required to provide the following service or a comparable service:
 (a) a Model 35 receive-only teletypewriter, (b) one data set for 110 baud service or greater and (c) one 150 baud teletypewriter channel.

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By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff

General Exchange Tariff
Section 13
2nd Revised Sheet 31
Replacing 1st Revised Sheet 31

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-
(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Teletypewriter Management Information System (MIS)- (Continued)				
Report Group Counts:				
-Report Groups, each (A8VCE)	B	\$ 4.40	\$269.00	\$ 6.00
-Report Group Counts -Common equipment, one required for each five report groups or fraction thereof:				
-Half hourly and daily counts, each (A8VHH).	B	79.05	50.50	6.00
-Hourly and daily counts, each (A8VHC).	B	39.55	50.50	6.00
-Counts per report groups, up to nine counts, half hourly, hourly or daily, each (A8VRC) . .	B	6.45	302.00	6.00
Trunk Group Counts:				
-Common equipment, one required for each five trunk groups or fraction thereof:				
-Half hourly and daily counts, each (A8WHH).	B	26.30	50.50	6.00
-Hourly and daily counts, each (A8WHC).	B	13.20	50.50	6.00
-Counts per trunk group, up to six counts (A8WTC)	B	4.30	24.00	6.00
-Nonusage Trunk Reports common equipment (A8XCE)	B	5.10	176.00	6.00
per trunk (A8XTE) . . .	B	.20	---	6.00

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

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June 29, 2007
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Missouri Public
Service Commission

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MO PSC

No supplement to this tariff will be issued except for the purpose of canceling this tariff

General Exchange Tariff
Section 13
1st Revised Sheet 31
Replacing Original Sheet 31

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)



	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Teletypewriter Management Information System (MIS)-(Continued)				
Report Group Counts:				
-Report Groups, each (A8VCE)	B	\$ 4.40	\$269.00	(CR)\$6.00
-Report Group Counts				
-Common equipment, one required for each five report groups or fraction thereof:				
-Half hourly and daily counts, each (A8VHH).	B	79.05	50.50	6.00
-Hourly and daily counts, each (A8VHC).	B	39.55	50.50	6.00
-Counts per report groups, up to nine counts, half hourly, hourly or daily, each (A8VRC).	B	6.45	302.00	6.00
Trunk Group Counts:				
-Common equipment, one required for each five trunk groups or fraction thereof:				
-Half hourly and daily counts, each (A8WHH).	B	26.30	50.50	6.00
-Hourly and daily counts, each (A8WHC).	B	13.20	50.50	6.00
-Counts per trunk group, up to six counts (A8WTC)	B	4.30	224.00	6.00
-Nonusage Trunk Reports common equipment (A8XCE)	B	5.10	176.00	6.00
per trunk (A8XTE) . . .	B	.20	---	(CR) 6.00

CANCELLED
MAR 30 1990
BY *gmb* R.S.#31
Public Service Commission
MISSOURI

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50.50
50.50 1986
6-84
224.00
Public Service Commission

Issued: JUN 27 1986

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By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff

General Exchange Tariff
RECEIVED Section 13
 Original Sheet 31
 DEC 29 1983
 MISSOURI
 Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Teletypewriter Management Information System (MIS)- (Continued)				
Report Group Counts:				
-Report Groups, each (A8VCE)	B	\$ 4.40	\$269.00	\$5.25
-Report Group Counts				
-Common equipment, one required for each five report groups or fraction thereof:				
-Half hourly and daily counts, each (A8VHH).	B	79.05	50.50	5.25
-Hourly and daily counts, each (A8VHC).	B	39.55	50.50	5.25
-Counts per report groups, up to nine counts, half hourly, hourly or daily, each (A8VRC).	B	6.45	302.00	5.25
Trunk Group Counts:				
-Common equipment, one required for each five trunk groups or fraction thereof:				
-Half hourly and daily counts, each (A8WHH).	B	26.30	50.50	5.25
-Hourly and daily counts, each (A8WHC).	B	13.20	50.50	5.25
-Counts per trunk group, up to six counts (A8WTC)	B	4.30	224.00	5.25
-Nonusage Trunk Reports common equipment (A8XCE)	B	5.10	76.00	5.25
per trunk (A8XTE) . . .	B	.20		5.25

CANCELLED

JUL 1 1983
 R.S. 31

50.50 5.25
 50.50 FILED 5.25
 224.00 JAN - 1 1984 5.25
83-253
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Issued: DEC 29 1983

Effective: JAN 0 1 1984

By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 32
Replacing 2nd Revised Sheet 32

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

		<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip-ment Charge</u>
(FC)	Equipment for Service Supervising of Agent Console Position-Circuits:(2) -Agent Assist and/or Agent Call Terminal equipped for service supervising, each (A8HAT).	B	\$ 6.60	---	\$5.50
(FC)	-Common equipment, one required for a group of 72 consoles or fraction thereof, each (A8HCE). . .	B	(3)	(3)	(3)
(FC)	-Auxiliary Equipment, one required for a group of 24 consoles or fraction thereof, each (A8HAE). . .	B	(3)	(3)	(3)
(FC)	-Service Supervising Trunk to access agent position circuits, a maximum of six trunks may be provided for group of 72 consoles or fraction thereof, each (A8HMT)(4).	B	12.40	\$595.00	5.50
(FC)	Optional Emergency Reserve Power	B	(5)	(5)	(5)

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) Service Supervising arrangements are subject to additional equipment requirements for service observing.
- | (3) Rates and charges are defined in Paragraph 13.2.1, D.3., of this tariff.
- | (4) Apply Private Line Charges for a Series Type 311 channel as specified in Section 2 of the Private Line Service Tariff for each service supervisory trunk.
- (FC) (5) Rates will be provided via a Special Service Arrangement Request.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

CANCELLED
June 29, 2007
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Missouri Public
Service Commission

Filed
MO PSC

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 32
Replacing 1st Revised Sheet 32

MISCELLANEOUS SERVICE OFFERINGS

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13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

SEP 25 1989

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

MISSOURI
Public Service Commission

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip-ment Charge</u>
Equipment for Service Super- vising of Agent Console Posi- tion Circuits:(1)				
-Agent Assist and/or Agent Call Terminal equipped for service supervising, each (A8HAT).	B	\$ 6.60	---	(CR)\$5.50
-Common equipment, one re- quired for a group of 72 consoles or fraction thereof, each (A8HCE). . .	B	(2)	(2)	(2)
-Auxiliary Equipment, one required for a group of 24 consoles or fraction thereof, each (A8HAE). . .	B	(2)	(2)	(2)
-Service Supervising Trunk to access agent position circuits, a maximum of six trunks may be provided for group of 72 consoles or fraction thereof, each (A8HMT)(3).	B	12.40	\$595.00	(CR) 5.50
Optional Emergency Reserve Power	B	(4)	(4)	(4)

CANCELLED
MAR 30 1990
BY *3ms* P.S.#32
Public Service Commission
MISSOURI

- (1) Service Supervising arrangements are subject to additional equipment require-ments for service observing.
- (2) Rates and charges are defined in Paragraph 13.2.1, D.3., of this Tariff.
- (3) Apply Private Line Charges for a Series Type 311 channel as specified in Section 2 of the Private Line Service Tariff for each service supervisory trunk.
- (4) Rates will be provided via a Special Service Arrangement Request.

Issued: **SEP 25 1989** Effective: **OCT 01 1989** **FILED**
By R. D. BARRON, President-Missouri Division **OCT 1 1989**
Southwestern Bell Telephone Company **89-14**
St. Louis, Missouri Public Service Commission

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 32
Replacing Original Sheet 32

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

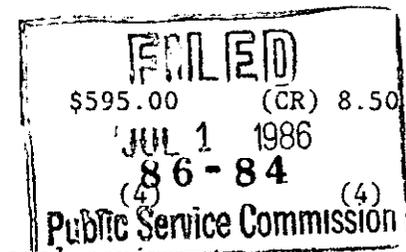
D. Rates-(Continued)

1. Type A & B Service-(Continued)



	Service Type(s)	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge
Equipment for Service Supervising of Agent Console Position Circuits:(1)				
-Agent Assist and/or Agent Call Terminal equipped for service supervising, each (A8HAT)	B	\$ 6.60	---	(CR)\$8.50
-Common equipment, one required for a group of 72 consoles or fraction thereof, each (A8HCE) . . .	B	(2)	(2)	(2)
-Auxiliary Equipment, one required for a group of 24 consoles or fraction thereof, each (A8HAE) . . .	B	(2)	(2)	(2)
-Service Supervising Trunk to access agent position circuits, a maximum of six trunks may be provided for group of 72 consoles or fraction thereof, each (A8HMT)(3)	B	12.40	\$595.00	(CR) 8.50
Optional Emergency Reserve Power	B	(4)	(4)	(4)

CANCELLED
OCT 1 1989
BY *Jul RS #32*
Public Service Commission
MISSOURI



- (1) Service Supervising arrangements are subject to additional equipment requirements for service observing.
- (2) Rates and charges are defined in Paragraph 13.2.1, D.3., of this Tariff.
- (3) Apply Private Line Charges for a Series Type 311 channel as specified in Section 2 of the Private Line Service Tariff for each service supervisory trunk.
- (4) Rates will be provided via a Special Service Arrangement Request.

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

~~General Exchange Tariff~~
RECEIVED Section 13
 Original Sheet 32
 DEC 29 1983
 MISSOURI
 Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Equipment for Service Supervising of Agent Console Position Circuits:(1)				
-Agent Assist and/or Agent Call Terminal equipped for service supervising, each (A8HAT)	B	\$ 6.60	—	\$5.25
-Common equipment, one required for a group of 72 consoles or fraction thereof, each (A8HCE) . . .	B	(2)	(2)	(2)
-Auxiliary Equipment, one required for a group of 24 consoles or fraction thereof, each (A8HAE) . . .	B	(2)	(2)	(2)
-Service Supervising Trunk to access agent position circuits, a maximum of six trunks may be provided for group of 72 consoles or fraction thereof, each (A8HMT) (3)	B	12.40	\$595.00	5.25
Optional Emergency Reserve Power	BY B	(4) 32	(4)	(4)

CANCELLED
 JUL 1 1986

- (1) Service Supervising arrangements are subject to additional equipment requirements for service observing.
- (2) Rates and charges are defined in Paragraph 13.2.1, D.3., of this tariff.
- (3) Apply Private Line Charges for a Series Type 311 channel as specified in Section 2 of the Private Line Service Tariff for each service.
- (4) Rates will be provided via a Special Service Arrangement Request.

FILED
 JAN - 1 1984
 83-253
 Public Service Commission

Issued: DEC 29 1983. Effective: JAN 0 1 1984

By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri.

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 33
Replacing 1st Revised Sheet 33

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-
(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

		<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip- ment Charge</u>
(FC)	Agent Information Announcement Access, each(2) . . .	A, B	(3)	(3)	(2)
	Alternate Traffic Routing: -Common equipment in central office, one required per system (A4RCE)	B	\$.95	---	\$6.00
	-Per split (A4RSE).	B	8.25	\$101.00	6.00

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

(FC) (2) In addition, apply charges from Section 2 of the Private Line Service Tariff for channels between the ACD-ESS serving office and the location of the announcement source. Announcement equipment may be subject to tariff charges for an appropriate connecting arrangement as found in Section 4 of this tariff.

(FC) (3) Rates will be provided via a Special Service Arrangement Request.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 33
Replacing Original Sheet 33

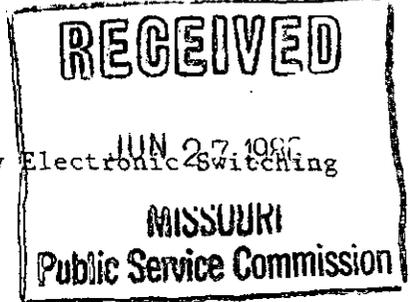
MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

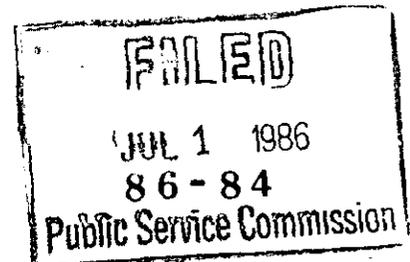
D. Rates-(Continued)

1. Type A & B Service-(Continued)



	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Agent Information Announcement Access, each(1) . . .	A, B	(2)	(2)	(2)
Alternate Traffic Routing:				
-Common equipment in central office, one required per system (A4RCE)	B	\$.95	---	(CR)\$6.00
-Per split (A4RSE)	B	8.25	\$101.00	(CR) 6.00

CANCELLED
MAR 30 1990
BY *200* R.S.#33
Public Service Commission
MISSOURI



- (1) In addition, apply charges from Section 2 of the Private Line Service Tariff for channels between the ACD-ESS serving office and the location of the announcement source. Announcement equipment may be subject to tariff charges for an appropriate connecting arrangement as found in Section 4 of this Tariff.
- (2) Rates will be provided via a Special Service Arrangement Request.

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
RECEIVED Section 13
 Original Sheet 33
 DEC 20 1983
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 Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

	<u>Service Type(s)</u>	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge</u>
Agent Information Announcement Access, each(1) . . .	A, B	(2)	(2)	(2)
Alternate Traffic Routing:				
-Common equipment in central office, one required per system (A4RCE)	B	\$.95	---	\$5.25
-Per split (A4RSE)	B	8.25	\$101.00	5.25

CANCELLED

JUL 1 1986

12 R S. 33

FILED
 JAN - 1 1984
 83 - 253
 Public Service Commission

- (1) In addition, apply charges from Section 2 of the Private Line Service Tariff for channels between the ACD-ESS serving office and the location of the announcement source. Announcement equipment may be subject to tariff charges for an appropriate connecting arrangement as found in Section 4 of this Tariff.
- (2) Rates will be provided via a Special Service Arrangement Request.

Issued: DEC 29 1983

Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 34
Replacing Original Sheet 34

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-
(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

Non-recurring Charges

Equipment or Feature Addition Charges

These charges apply only to central office rate elements added to an existing installation and are in addition to the tariffed installation charges for the rate elements. There are two additional classifications--Major and Minor. Major is defined as equipment or feature additions. They require cabling and/or equipment mounting. A Minor addition requires no cabling and/or equipment mounting. When an addition involves both Major and Minor services, only the Major addition charges applies.

Major Addition	\$300.00
Minor Addition	75.00

(AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

CANCELLED
June 29, 2007
TO-2002-185
Missouri Public
Service Commission

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No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
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Section 13
Original Sheet 34
DEC 29 1983
MISSOURI
Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

1. Type A & B Service-(Continued)

Non-recurring Charges

Equipment or Feature Addition Charges

These charges apply only to central office rate elements added to an existing installation and are in addition to the tariffed installation charges for the rate elements. There are two additional classifications--Major and Minor. Major is defined as equipment or feature additions. They require cabling and/or equipment mounting. A Minor addition requires no cabling and/or equipment mounting. When an addition involves both Major and Minor services, only the Major addition charges applies.

Major Addition	\$300.00
Minor Addition	75.00

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MAR 30 1990

BY at R.S.#34

Public Service Commission
MISSOURI

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JAN - 1 1984
83 - 253
Public Service Commission

Issued: DEC 29 1983

Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 35
Replacing 2nd Revised Sheet 35

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service

a. Central Office System Components

(FC)		Monthly <u>Rate</u>	Complex Installation/ <u>Move Charge</u>	Service and Equip- <u>ment Charge (6)</u>
	System Common Equipment (A2B).....	\$1,448.60	\$10,600.00	---
	Attendant Line Frame, per 120 consoles or fraction thereof (A3Z).....	138.50	740.00	\$5.50
(FC)	ACD-ESS Terminal, each (A2T) (2)(3)(4).....	18.60	9.50	5.50
	Queuing Service, per split arrange			
	-First on requested order (A3S).....	6.25	268.50	5.50
	-Each additional on the same order (A3S)	6.25	68.75	5.50
(FC)	Queue slot, each (A83RA) (5).....	.70	---	6.75

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) When used with supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.
- (3) One voice grade channel is provided according to the regulations found in this tariff.
- (4) Refer to Section 19 of this tariff for the appropriate service charge(s) when installed subsequent to the initial installation of the system.
- (5) The number of queue slots is specifiable by the customer where the central office is so equipped.
- (FC) (6) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 35
Replacing 1st Revised Sheet 35

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MISCELLANEOUS SERVICE OFFERINGS

SEP 25 1989

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

MISSOURI
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Public Service Commission

D. Rates-(Continued)

2. Type C Service

a. Central Office System Components

MAR 30 1990
BY 308 R.S.#35
Public Service Commission
MISSOURI

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip-ment Charge(5)</u>
System Common Equip-ment (A2B)	\$1,448.60	\$10,600.00	---
Attendant Line Frame, per 120 consoles or fraction thereof (A3Z) . .	138.50	740.00	(CR)\$5.50
ACD-ESS Terminal, each (A2T)(1)(2)(3). . . .	18.60	9.50	5.50
Queuing Service, per split arranged			
-First on requested order (A3S)	6.25	268.50	5.50
-Each additional on the same order (A3S).	6.25	68.75	5.50
Queue slot, each (A83RA) . (4)	.70	---	(CR) 6.75

- (1) When used with supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.
- (2) One voice grade channel is provided according to the regulations found in this Tariff.
- (3) Refer to Section 19 of this Tariff for the appropriate service charge(s) when installed subsequent to the initial installation of the system.
- (4) The number of queue slots is specifiabale by the customer where the central office is so equipped.
- (5) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

FILED

Issued:

SEP 25 1989

Effective:

OCT 01 1989

OCT 1 1989

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

89 - 14
Public Service Commission

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 35
Replacing Original Sheet 35

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

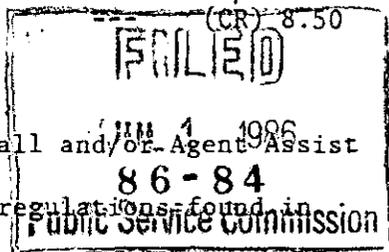
2. Type C Service

a. Central Office System Components

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge(5)</u>
System Common Equipment (A2B)	\$1,448.60	\$10,600.00	---
Attendant Line Frame, per 120 consoles or fraction thereof (A3Z)	138.50	740.00	(CR)\$8.50
ACD-ESS Terminal, each (A2T)(1)(2)(3).	18.60	9.50	8.50
Queuing Service, per split arranged			
-First on requested order (A3S)		268.50	8.50
-Each additional on the same order (A3S).	6.25	68.75	8.50
Queue slot, each (A83RA)(4)	.70		(CR) 8.50



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OCT 1 1989
BY *[Signature]* R.S.#35
Public Service Commission
MISSOURI



- (1) When used with supervisor consoles, rates for Agent Call and/or Agent Assist Line Terminations may also be applicable.
- (2) One voice grade channel is provided according to the regulations found in this Tariff.
- (3) Refer to Section 19 of this Tariff for the appropriate service charge(s) when installed subsequent to the initial installation of the system.
- (4) The number of queue slots is specifiabile by the customer where the central office is so equipped.
- (5) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 36
Replacing 2nd Revised Sheet 36

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-
(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

a. Central Office System Components-(Continued)

(FC)		Monthly <u>Rate</u>	Complex Installation/ <u>Move Charge</u>	Service and Equip- ment Charge (6)
------	--	------------------------	--	--

(FC)	Network Access Register, each (2)(3)(4).....	PBX Trunk Rate	----	(7)
------	--	-------------------	------	-----

(FC)	Foreign Exchange and Foreign Serving Office Service Termination on ACD-ESS queuing equipment, each (A8EFX).....	\$45.55	(6)	\$5.50
------	---	---------	-----	--------

(FC)	Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS Queuing equipment, each (A8ETL) (5).....	45.65	(6)	5.50
------	---	-------	-----	------

(FC)	Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment each (A3L) (5)	37.65	(6)	5.50
------	--	-------	-----	------

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) Apply rates and charges for Touch-Tone Calling Service applicable to Private Branch Exchange trunks as found in Section 24 of this tariff on each Network Access Register equipped for exchange Touch-Tone calling.
- (FC) (3) If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.
- (FC) (4) Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.
- (FC) (5) Also includes "trunk-to-station" tie line terminations.
- (FC) (6) These rates are in addition to charges for the actual facilities which are covered in this and other tariffs.
- (FC) (7) Refer to Local Exchange Tariff for appropriate Service and Equipment Charge.
- (FC) (8) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 36
Replacing 1st Revised Sheet 36

MISCELLANEOUS SERVICE OFFERINGS

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13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

SEP 25 1989

D. Rates-(Continued)

MISSOURI
Public Service Commission

2. Type C Service-(Continued)

a. Central Office System Components-(Continued)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip-ment Charge(7)</u>
Network Access Register, PBX each(1)(2)(3) Trunk Rate		---	(6)
Foreign Exchange and Foreign Serving Office Service Termination on ACD-ESS queuing equipment, each (A8EFX)	\$45.55		(CR)\$5.50
Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS queuing equipment, each (A8ETL)(4)	45.65	(5)	5.50
Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment, each (A3L)(4)	37.65	(5)	(CR) 5.50

CANCELLED
MAR 20 1990
BY 328 R.S.#36
Public Service Commission
MISSOURI

- (1) Apply rates and charges for Touch-Tone Calling Service applicable to Private Branch Exchange trunks as found in Section 24 of this Tariff on each Network Access Register equipped for exchange Touch-Tone calling.
- (2) If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.
- (3) Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.
- (4) Also includes "trunk-to-station" tie line terminations.
- (5) These rates are in addition to charges for the actual facilities which are covered in this and other tariffs.
- (6) Refer to Local Exchange Tariff for appropriate Service and Equipment Charge.
- (7) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

FILED

Issued:

SEP 25 1989

Effective:

OCT 11 1989

OCT 1 1989

By R. D. BARRON, President-Missouri Division

89 - 14

Southwestern Bell Telephone Company Public Service Commission
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 36
Replacing Original Sheet 36

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

a. Central Office System Components-(Continued)

	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge(7)
Network Access Register, PBX each(1)(2)(3) Trunk Rate		---	(6)
Foreign Exchange and Foreign Serving Office Service Termination on ACD-ESS queuing equipment, each (A8EFX).	\$45.55		(CR)\$8.50
Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS queuing equipment, each (A8ETL)(4).	45.65		8.50
Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not terminated on queuing equipment, each (A3L)(4)	37.65	(5)	(CR) 8.50

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JUN 27 1986
MISSOURI
Public Service Commission

CANCELLED
OCT 1 1989
BY *gms* *RS #36*
Public Service Commission
MISSOURI (5)

- (1) Apply rates and charges for Touch-Tone Calling Service applicable to Private Branch Exchange trunks as found in Section 24 of this Tariff on each Network Access Register equipped for exchange Touch-Tone calling.
- (2) If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.
- (3) Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.
- (4) Also includes "trunk-to-station" tie line terminations.
- (5) These rates are in addition to charges for the actual facilities which are covered in this and other tariffs.
- (6) Refer to Local Exchange Tariff for appropriate Service and Equipment Charge.
- (7) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

JUL 1 1986
86-84
Public Service Commission

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
 Section 13
 Original Sheet 36
 DEC 29 1983
 MISSOURI
 Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

a. Central Office System Components-(Continued)

	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge (7)
Network Access Register, PBX each(1)(2)(3) Trunk Rate		---	(6)
Foreign Exchange and Foreign Serving Office Service Termination on ACD-ESS queuing equipment, each (A8EFX).	\$45.55	(5)	\$5.25
Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS queuing equipment, each (A8ETL)(4).	45.65	(5)	5.25
Tie Line or Private Switched Service (CCSA) Access Line Termination on ACD-ESS, not BY terminated on queuing equip-PUBLIC SERVICE COMMISSION OF MISSOURI ment, each (A3L)(4)	37.85	(5)	5.25

CANCELLED

JUL 1 1986

BY R.S. 36
 PUBLIC SERVICE COMMISSION OF MISSOURI

- (1) Apply rates and charges for Touch-Tone Calling Service applicable to Private Branch Exchange trunks as found in Section 24 of this Tariff on each Network Access Register equipped for exchange Touch-Tone calling.
- (2) If the facilities are used for outgoing calls, long distance call identification will be provided by Primary Listed Directory Number only.
- (3) Charge rate equivalent to service charges applicable to Private Branch Exchange trunks.
- (4) Also includes "trunk-to-station" tie line terminations.
- (5) These rates are in addition to charges for the actual facilities which are covered in this and other tariffs.
- (6) Refer to Local Exchange Tariff for appropriate Service and Equipment Charge.
- (7) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

IDENTIFICATION
 JAN - 1 1984
 83 - 253
 PUBLIC SERVICE COMMISSION

Issued: DEC 29 1983

Effective: JAN 0 1 1984

By R. D. BARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 37
Replacing 2nd Revised Sheet 37

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

a. Central Office System Components-(Continued)

(FC)		<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip- ment Charge(6)</u>
	Data Link			
(FC)	-Per 100 consoles or frac- tion thereof (A2C)(2) . . .	\$110.25	\$260.00	\$5.50
(FC)	-AEMIS Interface (A2E)(2).	110.25	260.00	5.50

b. Premises System Components

(FC)	Cabinet A assembly, capacity 50 consoles(3) -First Cabinet A (A21) . . .	(4)	(4)	5.50
(FC)	-Each additional Cabinet A (A22)	(4)	(4)	5.50
(FC)	Cabinet B assembly, capacity 50 consoles, each (A2F)(3).	(4)	(4)	5.50
(FC)	Additional Line Circuit Carriers, each (A2L)(5). . .	(4)	(4)	5.50

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) Also apply rates found in the Private Line Service Tariff for one channel for each Data Link.
- | (3) Includes power supply and line circuit carrier for the first 10 consoles.
- | (4) Rates and charges are found in Paragraph 13.2.1, D.4., of this tariff.
- | (5) One required for each additional 20 consoles in Cabinet A or B.
- (FC) (6) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 37
Replacing 1st Revised Sheet 37

MISCELLANEOUS SERVICE OFFERINGS **RECEIVED**

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

SEP 25 1989

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

MISSOURI
Public Service Commission

D. Rates-(Continued)

2. Type C Service-(Continued)

a. Central Office System Components-(Continued)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge(5)</u>
Data Link			
-Per 100 consoles or fraction thereof (A2C)(1) . . .	\$110.25	\$260.00	(CR)\$5.50
-AEMIS Interface (A2E)(1).	110.25	260.00	5.50
b. Premises System Components			
Cabinet A assembly, capacity 50 consoles(2)			
-First Cabinet A (A21) . . .			5.50
-Each additional Cabinet A (A22)			5.50
Cabinet B assembly, capacity 50 consoles, each (A2F)(2).			
	(3)	(3)	5.50
Additional Line Circuit Carriers, each (A2L)(4). . .			
	(3)	(3)	(CR) 5.50

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MAR 20 1990
BY 3248 BS#37
Public Service Commission
MISSOURI

- (1) Also apply rates found in the Private Line Service Tariff for one channel for each Data Link.
- (2) Includes power supply and line circuit carrier for the first 10 consoles.
- (3) Rates and charges are found in Paragraph 13.2.1, D.4., of this Tariff.
- (4) One required for each additional 20 consoles in Cabinet A or B.
- (5) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

FILED

Issued: SEP 25 1989

Effective: OCT 01 1989 OCT 1 1989

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company Public Service Commission
St. Louis, Missouri

89-14

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 37
Replacing Original Sheet 37

MISCELLANEOUS SERVICE OFFERINGS



13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

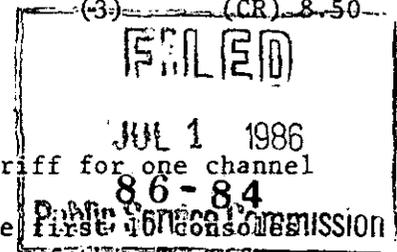
D. Rates-(Continued)

2. Type C Service-(Continued)

a. Central Office System Components-(Continued)

	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge(5)
Data Link			
-Per 100 consoles or fraction thereof (A2C)(1) . . .	\$110.25	\$260.00	(CR)\$8.50
-AEMIS Interface (A2E)(1)		260.00	8.50
b. Premises System Components			
Cabinet A assembly, capacity 50 consoles(2)			
-First Cabinet A (A21) . . .			8.50
-Each additional Cabinet A (A22)	(3)	(3)	8.50
Cabinet B assembly, capacity 50 consoles, each (A2F)(2)	(3)	(3)	8.50
Additional Line Circuit Carriers, each (A2L)(4) . . .	(3)	(3)	(CR) 8.50

CANCELLED
OCT 1 1989
BY *gms* R.S.#37
Public Service Commission
MISSOURI(3)



- (1) Also apply rates found in the Private Line Service Tariff for one channel for each Data Link.
- (2) Includes power supply and line circuit carrier for the first console.
- (3) Rates and charges are found in Paragraph 13.2.1, D.4., of this Tariff.
- (4) One required for each additional 20 consoles in Cabinet A or B.
- (5) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff

Section 13
Original Sheet 37
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MISSOURI
Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

a. Central Office System Components-(Continued)

	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge(5)
Data Link			
-Per 100 consoles or fraction thereof (A2C)(1) . . .	\$110.25	\$260.00	\$5.25
-AEMIS Interface (A2E)(1)	110.25	260.00	5.25

b. Premises System Components

Cabinet A assembly, capacity 50 consoles(2)			
-First Cabinet A (A21)	(3)	(3)	5.25
-Each additional Cabinet A (A22)	(3)	(3)	5.25
Cabinet B assembly, capacity 50 consoles, each (A2F)(2)			
	JUL 1 (3) 1986	(3)	5.25
Additional Line Circuit Carriers, each (A2L)(4)			
	BY <u>1st R.S. 37</u>	(3)	5.25

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JUL 1 (3) 1986
BY 1st R.S. 37
PUBLIC SERVICE COMMISSION
OF MISSOURI

FILED
JAN 1 1984
83-253
Public Service Commission

- (1) Also apply rates found in the Private Line Service Tariff for one channel for each Data Link.
- (2) Includes power supply and line circuit carrier for the first 10 consoles.
- (3) Rates and charges are found in Paragraph 13.2.1, D.4., of this tariff.
- (4) One required for each additional 20 consoles in Cabinet A or B.
- (5) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: DEC 29 1983

Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 38
Replacing 1st Revised Sheet 38

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

b. Premises System Components-(Continued)

		Monthly Rate	Complex Installation/ Move Charge	Service and Equip- ment Charge(5)
(FC)	Consoles:(2)			
(FC)	-10-button			
	-Agent, each (A2G)	(3)	(3)	\$6.00
	-Supervisor, each (A2M). . .	(3)	(3)	6.00
	-20-button			
	-Agent, each (A2H)	(3)	(3)	6.00
	-Supervisor, each (A2N). . .	(3)	(3)	6.00
	-With Fixed Lamp Field,			
	Agent, each (A2J)	(3)	(3)	6.00
	Supervisor, each (A2P). . .	(3)	(3)	6.00
	-With Alphanumeric Field,			
	Agent, each (A2K)	(3)	(3)	6.00
	Supervisor, each (A2V). . .	(3)	(3)	6.00
(FC)	-Supervisor single-line set, each (A9B+T)(4). . .	2.55	---	6.00

(MT)

(MT)

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) Includes external dual headset jacks. Headsets must be provided by the customer.
- | (3) Rates and charges are found in Paragraph 13.2.1, D.4., of this tariff.
- | (4) Also apply service charges for installation of service as described in Section 19 of this tariff.
- (FC) (5) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-EDD Type C System.

Issued: February, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 38
Replacing Original Sheet 38

MISCELLANEOUS SERVICE OFFERINGS

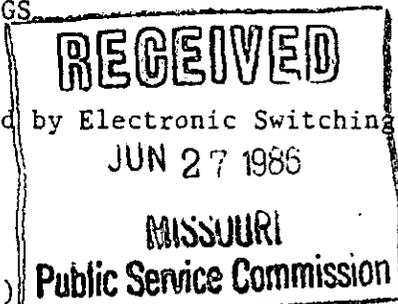
13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

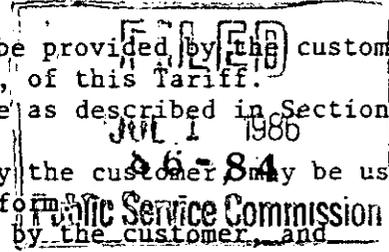
2. Type C Service-(Continued)

b. Premises System Components-(Continued)



	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge(6)
Consoles:(1)			
-10-button			
-Agent, each (A2G)	(2)	(2)	(CR)\$6.00
-Supervisor, each (A2M)	(2)	(2)	6.00
-20-button			
-Agent, each (A2H)	(2)	(2)	6.00
-Supervisor, each (A2N)	(2)	(2)	6.00
-With Fixed Lamp Field,			
Agent, each (A2J)	(2)	(2)	6.00
Supervisor, each (A2P)	(2)	(2)	6.00
-With Alphanumeric Field,			
Agent, each (A2K)	(2)	(2)	6.00
Supervisor, each (A2V)	(2)	(2)	6.00
-Supervisor single-line set, each (A9B+T)(3)	\$2.55		(CR) 6.00
Management Information System (AEMIS)			
-Basic Common Equipment, for the first 200 consoles and 14 Cathode Ray Tubes (ASCCE)(4)(5)			(2) (CR) 6.00
-Additional equipment for systems with more than 200 consoles (A5CAC)	(2)	(2)	(CR) 6.00

CANCELLED
MAR 30 1990
BY *JMS* RS #38
Public Service Commission
MISSOURI (2)



- (1) Includes external dual headset jacks. Headsets must be provided by the customer.
- (2) Rates and charges are found in Paragraph 13.2.1, D.4., of this Tariff.
- (3) Also apply service charges for installation of service as described in Section 19 of this Tariff.
- (4) The appropriate Dataspeed 40 Type service, provided by the customer may be used with the AEMIS when reports are required in hardcopy form.
- (5) In addition, a 212A Dataphone type data set, provided by the customer, and associated business line at tariff rates are required.
- (6) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 19
Original Sheet 38

DEC 20 1983

MISSOURI
Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

b. Premises System Components-(Continued)

	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge(6)
Consoles:(1)			
-10-button			
-Agent, each (A2G)	(2)	(2)	(2)
-Supervisor, each (A2M).	(2)	(2)	(2)
-20-button			
-Agent, each (A2H)	(2)	(2)	(2)
-Supervisor, each (A2N).	(2)	(2)	(2)
-With Fixed Lamp Field,			
Agent, each (A2J)	(2)	(2)	(2)
Supervisor, each (A2P).	(2)	(2)	(2)
-With Alphanumeric Field,			
Agent, each (A2K)	(2)	(2)	(2)
Supervisor, each (A2V).	(2)	(2)	(2)
-Supervisor single-line set, each (A9R+T)(3).	\$2.55	---	\$4.75

Management Information System (AEMIS)

-Basic Common Equipment, for the first 200 consoles and 14 Cathode Ray Tubes (A5CCE)(4)(5)		(2)	(2)
-Additional equipment for systems with more than 200 consoles (A5CAC).		(2)	(2)

CANCELLED

JUL 1 1986

BY R.S.38
PUBLIC SERVICE COMMISSION
MISSOURI

- (1) Includes external dual headset jacks. Headsets must be provided by the customer.
- (2) Rates and charges are found in Paragraph 13.2.1, D.4., of this Tariff.
- (3) Also apply service charges for installation of service as described in Section 19 of this Tariff.
- (4) The appropriate Dataspeed 40 Type service, provided by the customer, may be used with the AEMIS when reports are required in hardcopy form.
- (5) In addition, a 212A Dataphone type data set, provided by the customer, and associated business line at tariff rates are required.
- (6) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

FILED

JAN - 1 1984
83 - 253

MISSOURI PUBLIC SERVICE COMMISSION

Issued: DEC 29 1983

Effective: JAN 0 1 1984

By R. D. BARRON, Vice President-Missouri
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
Original Sheet 38.01

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

b. Premises System Components-(Continued)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip- ment Charge(5)</u>
Management Information System (AEMIS) -Basic Common Equipment, for the first 200 consoles and 14 Cathode Ray Tubes (A5CCE)(3)(4)	(2)	(2)	6.00
-Additional equipment for systems with more than 200 consoles (A5CAC).	(2)	(2)	6.00

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (2) Rates and charges are found in Paragraph 13.2.1, D.4., of this tariff.
- (3) The appropriate Dataspeed 40 Type service, provided by the customer, may be used with the AEMIS when reports are required in hardcopy form.
- (4) In addition, a 212A Dataphone type data set, provided by the customer, and associated business line at tariff rates are required.
- (5) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 39
Replacing 1st Revised Sheet 39

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

b. Premises System Components-(Continued)

(FC)	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip- ment Charge(5)</u>
	Management Information System (AEMIS)-(Continued)		
	Cathode Ray Tubes:		
(FC)	-Black and White, each (A5H) . (2)	(2)	\$6.00
(FC)	-Color, each (A5J) (2)	(2)	6.00
(FC)	-Equipment to remote CRT, in the same building, beyond 50 feet from AEMIS Control Equipment, each 100 feet (A5FR5)(3). \$2.60	\$116.00	.00
(FC)	-Equipment to remote CRT in different building and/or beyond 1,000 feet from AEMIS Control Equipment, each (A5FRT)(4) 1.95	172.00	6.00

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) Rates and charges are found in Paragraph 13.2.1, D.4., of this tariff.
- | (3) Each CRT that is located greater than 50 feet but less than 1,000 feet from the AEMIS Control Equipment requires this feature.
- | (4) In addition, a voice grade private line channel and two customer-provided data sets are required.
- (FC) (5) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 39
Replacing Original Sheet 39

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

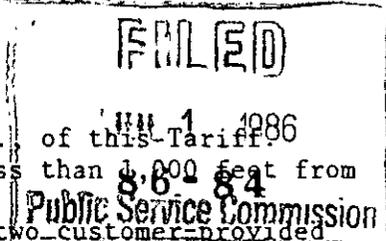
2. Type C Service-(Continued)

b. Premises System Components-(Continued)

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge (4)</u>
Management Information System (AEMIS)-(Continued)			
Cathode Ray Tubes:			
-Black and White, each (A5H)	(1)	(1)	(CR)\$6.00
-Color, each (A5J)	(1)	(1)	6.00
-Equipment to remote CRT, in the same building, beyond 50 feet from AEMIS Control Equipment, each 100 feet (A5FR5)(2)	\$2.60	\$116.00	6.00
-Equipment to remote CRT in different building and/or beyond 1,000 feet from AEMIS Control Equipment, each (A5FRT)(3)		172.00	(CR) 6.00



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MAR 30 1990
BIO *gmb* R.S.#39
Public Service Commission
MISSOURI



- (1) Rates and charges are found in Paragraph 13.2.1, D.4. of this Tariff.
- (2) Each CRT that is located greater than 50 feet but less than 1,000 feet from the AEMIS Control Equipment requires this feature.
- (3) In addition, a voice grade private line channel and two customer-provided data sets are required.
- (4) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
3rd Revised Sheet 40
Replacing 2nd Revised Sheet 40

MISCELLANEOUS SERVICE OFFERINGS

(AT) 13.2 CD-ESS CENTRAL OFFICE SERVICE-(Continued)(1)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

c. Incoming Call Identification

(FC)		<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equip- ment Charge(2)</u>
	Audible Option:			
	-Per Announcement (A8FTG)	\$52.15	\$ 81.25	\$6.00
	Equipment to allow each Foreign Exchange, Foreign Serving Office or Tie Line to reach the Announcement, each line (A8FTE)	4.20	57.00	6.00
	-Per ACD-ESS Terminal (A8FTR)10	---	6.00
	Visual Option:			
	-Per System (A5VSY)	2.45	274.50	6.00
	-Per Visual Console (A5VCN)	1.20	---	6.00
	d. Delay Announcements			
	Standard Recorded Announcement Frame:			
	-Per 11-second announcement A8GCE)	52.15	55.25	6.75
	-Per trunk to access announcement (A8GAT)	9.15	56.00	6.75
	-Per ACD-ESS Terminal (A8GTT)	1.25	---	5.50

- (AT) (1) Obsolete - applicable to existing installations at existing locations for existing customers.
- (FC) (2) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: February 28, 1990

Effective: March 30, 1990

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
2nd Revised Sheet 40
Replacing 1st Revised Sheet 40

MISCELLANEOUS SERVICE OFFERINGS

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13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

SEP 25 1989

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

Public Service Commission

D. Rates-(Continued)

2. Type C Service-(Continued)

c. Incoming Call Identification

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Service and Equipment Charge(1)</u>
Audible Option:			
-Per Announcement (A8FTG)	\$52.15	\$ 81.25	\$6.00
-Equipment to allow each Foreign Exchange, Foreign Serving Office or Tie Line to reach the Announcement, each line (A8FTE)	4.20	57.00	6.00
-Per ACD-ESS Terminal (A8FTR)10	---	6.00
Visual Option:			
-Per System (A5VSY)	2.45	274.50	6.00
-Per Visual Console (A5VCN)	1.20	---	---

d. Delay Announcements

Standard Recorded Announcement Frame:			
-Per 11-second announcement (A8GCE)	52.15	35.25	6.75
-Per trunk to access announcement (A8GAT)	9.15	56.00	6.75
-Per ACD-ESS Terminal (A8GTT)	1.25	---	(CR)5.50

CANCELLED
MAR 30 1990
BY 3rd B.S.#40
Public Service Commission
ACR 9675

(1) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

FILED

Issued: SEP 25 1989

Effective: OCT 01 1989

OCT 1 1989

By R. D. BARRON, President-Missouri Division
Southwestern Bell Telephone Company
St. Louis, Missouri

89-14
Public Service Commission

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff
Section 13
1st Revised Sheet 40
Replacing Original Sheet 40

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

c. Incoming Call Identification

	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge(1)
Audible Option:			
-Per Announcement (A8FTG) . . .	\$52.15	\$ 81.25	(CR)\$6.00
-Equipment to allow each Foreign Exchange, Foreign Serving Office or Tie Line to reach the Announcement, each line (A8FTE). . .	4.20	57.00	6.00
-Per ACD-ESS Terminal (A8FTR).10	---	6.00
Visual Option:			
-Per System (A5VSY)	2.45	274.50	6.00
-Per Visual Console (A5VCN) . . .	1.20	---	6.00

d. Delay Announcements

Standard Recorded Announcement Frame:			
-Per 11-second announcement (A8GCE).	52.15	55.25	8.50
-Per trunk to access announcement (A8GAT)	9.15	56.00	8.50
-Per ACD-ESS Terminal (A8GTT).	1.25		(CR) 8.50

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 JUN 27 1986
 MISSOURI
 Public Service Commission

CANCELLED
 OCT 1 1989
 BY *gms* S#40
 Public Service Commission
 MISSOURI

FILED
 JUL 1 1986
 86-84
 Public Service Commission

(1) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: JUN 27 1986

Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division
 Southwestern Bell Telephone Company
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Original Sheet 40
 DEC 29 1983
 MISSOURI
 Public Service Commission

MISCELLANEOUS SERVICE OFFERINGS

13.2 ACD-ESS CENTRAL OFFICE SERVICE-(Continued)

13.2.1 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-(Continued)

D. Rates-(Continued)

2. Type C Service-(Continued)

c. Incoming Call Identification

	Monthly Rate	Complex Installation/ Move Charge	Service and Equipment Charge(1)
Audible Option:			
-Per Announcement (A8FTG) . . .	\$52.15	\$ 81.25	\$4.75
-Equipment to allow each Foreign Exchange, Foreign Serving Office or Tie Line to reach the Announcement, each line (A8FTE) . . .	4.20	57.00	4.75
-Per ACD-ESS Terminal (A8FTR)10	---	4.75
Visual Option:			
-Per System (A5VSY)	2.45	274.50	4.75
-Per Visual Console (A5VCN)	1.20	---	4.75

d. Delay Announcements

Standard Recorded Announcement Frame:

-Per 11-second announcement (A8GCE)	52.15	55.25	5.25
-Per trunk to access announcement (A8GAT)	9.15	56.00	5.25
-Per ACD-ESS Terminal (A8GTT)	1.25	---	5.25

CANCELLED
 JUL 1 1986
 BY 1st R.S. 40
 PUBLIC SERVICE COMMISSION
 OF MISSOURI

FILED
 JAN - 1 1984
 83 - 253
 Public Service Commission

(1) The Service and Equipment Charge applies only when the item is provided subsequent to the initial installation of the ACD-ESS Type C System.

Issued: DEC 29 1983

Effective: JAN 0 1 1984

By R. D. PARRON, Vice President-Missouri
 Southwestern Bell Telephone Company
 St. Louis, Missouri