

Item  
735**CENTREX AUTOMATIC CALL DISTRIBUTION**

(N)

**1. General**

- (a) This customer-designed arrangement provides for the installation and ongoing operation of central office based equipment to provide Automatic Call Distribution (ACD) on Centrex lines. This service is available in Whitehorse only and the availability is subject to Northwestel discretion.
- (b) ACD does not include the rental or installation of the necessary Centrex lines or telephone sets (See Note 1).

**2. ACD Service Description**

- (a) ACD service consists of the call queue which allows for the distribution of incoming calls over a series of Centrex lines.

**3. Rate and Charges**(a) Monthly Charges

- i) Per ACD Group .....\$150.00  
ii) Per Station/Line in ACE Group ..... 10.00

(b) One-time Installation Charges

- i) Switch Partitioning .....\$7,000.00  
ii) Engineering Fee ..... 1,000.00

Note 1: Purchase, installation or any labour associated with LAN configuration, additional power sources, modems, circuits to central office, line drivers, printers or any otherwise necessary equipment is not included in the charges listed above and will be charged to the customer.