<https://www.centurylink.com/wholesale/pcat/resalecoacd.html>

## Resale - Central Office-Automatic Call Distribution Service (CO-ACD) - V8.0

[History Log](https://www.centurylink.com/wholesale/downloads/2015/150406/HL_CO_ACD_V8.doc)

### Product Description

CenturyLink's retail telecommunications service, Central Office - Automatic Call Distribution Service (CO-ACD), is available for resale by Competitive Local Exchange Carriers (CLECs) to their end-users. Additional information about resale of CenturyLink's retail services can be found in the [Resale - General](https://www.centurylink.com/wholesale/pcat/resalegeneral.html).

CO-ACD Service is a call distribution solution that provides the ability to manage and track incoming calls without investing in hardware. It provides an equal distribution of large call volumes to designated groups of answering positions, known as agent positions.

Calls terminating on a CO-ACD are placed in queue in the order of their arrival when an agent is not available to answer them and removed from queue as agents become available. Incoming calls are presented to the next available agent in order of arrival and priority. Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available.

CO-ACD can be provided as Basic CO-ACD or Deluxe CO-ACD. You may have more than one CO-ACD, but within a Customer Group, all positions must be either Basic or Deluxe. End-user subscribers on Basic CO-ACD Service receive 10% queuing based on the total number of CO-ACD service positions and Deluxe CO-ACD Service receive 30% queuing. CO-ACD group hierarchy is comprised of three groups:

* Customer Group, (also known as System Group), is the highest group level. All ACD groups and sub-groups are divisions of the Customer Group which is a unique set of numbers for receiving incoming calls.
* ACD Group is a division of the Customer Group. It identifies different groups of departments or supervisor groups within the Customer Group. There can be up to 255 ACD Groups within a Customer Group.
* Sub-Group is a group within an ACD Group.

CO-ACD Service also provides ability to limit feature use:

* Agent position - Used for answering ACD calls
* Supervisor position - Used for monitoring agent position activity

CO - ACD is also available as a feature on [Centrex Plus and Centron®](https://www.centurylink.com/wholesale/pcat/resalecentrexplus.html), and [Centrex Prime®](https://www.centurylink.com/wholesale/pcat/resalecentrexprime.html).

#### Availability

CO - ACD is available in Arizona, Colorado, Idaho (Southern), Iowa, Minnesota, Nebraska, Oregon, Utah and Washington.

CO-ACD service is only available in DMS™-100 Central Offices capable of providing Basic, Deluxe and Enhanced optional service where facilities have been provisioned for the service.

Note: CO-ACD is available in the Meridian ACD server located in the downtown Minneapolis wire center.

#### Terms and Conditions

The following terms and conditions apply:

* End-user must furnish compatible premise equipment
* Temporary suspension, either full or partial, is not permitted
* Agent or supervisor positions provided outside of the serving central office area of the CO - ACD system are subject to Foreign Exchange (FX) or Foreign Central Office (FCO) charges.
* Agent or supervisor positions, which terminate in an Electronic Business Set (EBS), are subject to distance and technical limitations based upon the distance from the end-user's premises to the central office. These limitations will be determined on an end-user-by-end-user basis.

It is your responsibility to provide CenturyLink with accurate end-user location information for state regulated emergency reasons. Information regarding the 911/Enhanced 911 (E911) system is located in [Access to Emergency Services (911/E911)](https://www.centurylink.com/wholesale/pcat/911.html).

CenturyLink will accept one white page directory listing for each main telephone number at no charge. Additional information about directory listings is available in [White Pages Directory Listings](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html).

Terms and conditions, are located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

#### Technical Publications

You and your end-users are subject to the CenturyLink Broadband Subscriber Agreement®, [Acceptable Use Policy (AUP)](http://qwest.centurylink.com/legal/), and Excessive Use Policy (EUP) which include certain service restrictions and requirements including but not limited to:

### Pricing

#### Rate Structure

CO-ACD is billed on a month-to month basis for systems of 20 lines or less, or on a Rate Stability Plan (RSP).

CenturyLink retail rates, rate elements and RSP information is located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Additional rate structure information can be found in the Statement of Generally Available Terms and Conditions [(SGAT)](http://qc.centurylink.com/about/policy/sgats), the state specific Tariffs/Catalogs/Price Lists, or your Interconnection Agreement.

#### Rates

CenturyLink's retail rates for CO-ACD Service, less any applicable resale discount apply to resold CO-ACD service. Rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Interconnection or Resale Agreement.

#### Tariffs, Regulations and Policy

Tariffs, regulations and policies are located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

#### Technical Publications

Technical characteristics are described in the following Technical Publications:

* [Telcordia Special Reports (SRs)](https://telecom-info.njdepot.ericsson.net/site-cgi/ido/docs.cgi?ID=271272036SEARCH&KEYWORDS=&TITLE=Notes+on+the+Network&DOCUMENT=sr-2275&DATE=&CLASS=&COUNT=1000), SR-2275, Notes on the Network.
* [American National Standards Institute (ANSI) Standard Publications](http://webstore.ansi.org/)

#### Optional Features

Contact your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) to discuss optional features available with CO-ACD.

Many of the features are inherent to the product and are activated using keys or buttons on the telephone.

The table below identifies Basic, Deluxe and Optional Features.

Deluxe offering includes the Basic offering with Supervisor and Agent features unique to that position. System features are automatic system features based on the package chosen.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Feature** | **Basic** | **Deluxe** | **Optional** | **USOC** | **Agent/ Supv/ System Feature** |
| Abandon Call Clearing | X | X |  |  | System |
| Additional Call Delay Announcements |  | X | X | RNKV+ | System |
| Additional Incoming Call Queuing/ Queue Slots |  | X | X | AQ4X+ | System |
| Adjunct Module Translations |  | X | X | C2TX+ | System |
| Agent Key |  | X |  |  | Supv |
| Agent Queue | X | X |  |  | System |
| Agent Status Display | X | X |  |  | Supv |
| Answer Agent | X | X |  |  | Supv |
| Automatic Overflow | X | X |  |  | System |
| Automatic Priority Promotion | X | X |  |  | System |
| Call Agent Key | X | X |  |  | Supv |
| Call Delay Announcements | X | X |  |  | System |
| Call Forcing |  | X |  |  | Agent |
| Call Hold | X | X |  |  | Agent/ System |
| Call Processing Control | X | X |  |  | System |
| Call Source Identification |  | X |  |  | System |
| Call Supervisor |  | X |  |  | Agent |
| Call Transfer/ Three Way Calling | X | X |  |  | System |
| Co-ACD Directory Numbers | X | X |  | PQB (primary) AQB (additional) |  |
| Controlled Interflow |  | X |  |  | Supv |
| Display Queue Status | X | X |  |  | Supv |
| Emergency |  | X |  |  | Agent |
| Enhanced Agent Observe | X | X |  |  | Supv |
| Extended Agent Observe |  | X |  |  | Supv |
| Forced Agent Availability | X | X |  |  | Supv |
| Group Reconfiguration/ Team Status Interface | X | X | X | NGVX+ |  |
| Incoming Call Queue | X | X |  |  | System |
| Line-Of-Business Code |  | X |  |  | Agent |
| Login And Logout | X | X |  |  | Agent/ System |
| Login Password Enhancement |  | X |  |  | Agent/ System |
| Make Set Busy | X | X |  |  | Agent |
| Management Information System (MIS) Interface |  | X | X | NQVX+ and VG++ |  |
| Management Reports for Call Hold and Call Transfer |  | X |  |  | System |
| Multi-Stage Queue Status Display | X | X |  |  | Agent |
| Music On Delay in Queue |  | X |  | NMVX+ | Agent |
| Night Recorded Announcement and Forward |  | X |  |  | System |
| Night Service | X | X |  |  | System |
| Not Ready | X | X |  |  | Agent |
| Observe Agent/ Three Way |  | X |  |  | Supv |
| Overflow Enhancement |  | X |  |  | System |
| Overflow Of Enqueued Calls |  | X |  |  | System |
| Queue Status Display Refresh |  | X |  |  | Agent |
| Queue Status Lamp Interface |  | X | X | NLVX+ |  |
| Ring Threshold | X | X |  |  | System |
| Secondary Directory Number (SDN) |  | X | X | FSN++ |  |
| Status Of Secondary Directory Numbers | X | X |  |  | Supv |
| Threshold Routing | X | X |  |  | System |
| Toll Restriction | X | X |  |  | Agent |
| Toll Restriction | X | X |  |  | Supv |
| Walkaway/ Closed Key Operation |  | X |  |  | Agent |

Additional information regarding features and feature use is described in the individual state [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

### Features/Benefits

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Available with minimal capital investment | * Allows a Call Center solution with a minimum investment. * Can grow as business grows, one line at a time. |
| Efficient call center solution | * Improves customer service by allowing certain calls to be assigned to pre-selected work groups. * Provides call centers with highly flexible call management, including allocating calls to secondary groups at specified call waiting thresholds. * Trims personnel costs by avoiding over-staffing to handle peak periods. |
| Provides reliability | Since CO-ACD is a Central Office based system, it has the reliability of the CenturyLink network. |

### Applications

See Features/Benefits.

### Implementation

#### Product Prerequisites

If you are a new CLEC and are ready to do business with CenturyLink, view [Getting Started as a Facility-Based CLEC](https://www.centurylink.com/wholesale/clecs/clec_index.html) or [Getting Started for Resellers](https://www.centurylink.com/wholesale/clecs/reseller_index.html). If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in the [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html).

#### Pre-Ordering

If you are requesting new installation, converting or changing CO-ACD Service, contact your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for assistance.

#### Ordering

The ordering process for CO-ACD Service is a manual process that will be facilitated by your CenturyLink Service Manager. They will assist you in obtaining the information required for processing your service request.

#### Provisioning and Installation

General provisioning and installation activities are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

#### Maintenance and Repair

General maintenance and repair activities are described in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html).

#### Billing

~~Customer Records and Information System (CRIS) billing is described in~~[~~Billing Information - Customer Records and Information System (CRIS)~~](https://www.centurylink.com/wholesale/clecs/cris.html)~~.~~ Ensemble is the new billing system for customers. For questions about the bill, please follow the instructions on the reverse side of each billing statement.

The Ensemble bill is described in [Billing Information – Ensemble.](https://www.centurylink.com/wholesale/clecs/ensemble.html)

### Training

**Local CenturyLink 101 "Doing Business with CenturyLink"**

* This introductory web-based training course is designed to teach the Local CLEC and Local Reseller how to do business with CenturyLink. It will provide a general overview of products and services, CenturyLink billing and support systems, processes for submitting service requests, reports, and web resource access information. [~~Click here for Course detail and registration information.~~Click here to learn more about this Training](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html)

View additional CenturyLink courses in the ~~Course~~ [Training Catalog](https://www.centurylink.com/wholesale/training/coursecatalog.html).

### Contacts

CenturyLink contact information is located in [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html).

### Frequently Asked Questions (FAQs)

This section is being compiled based on your feedback

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