

TC Systems, Inc.  
P.S.C. No. 6 -- Telephone  
Local Exchange Services  
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Section 6  
Leaf No. 18  
Revision: 0

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Uniform Call Distribution

Allows for an even distribution of incoming calls, over a group of stations called a UCD group. When all the answering agents are busy, the incoming calls are queued and the callers receive an audible ringback. When the delay interval exceeds the customer delay threshold, a recorded announcement advising of the delay may be provided.

##### Uniform Call Distribution for Queue

Provides for a uniform distribution of calls from the attendant queue to a group of attendant consoles. As the consoles become idle, incoming calls are distributed on a first-in, first-out basis.

##### Uniform Numbering Plan

Enables a customer to have a uniform numbering plan among multiple switches via private facilities, by using a seven digit dialing plan comprised of RNx and extension numbers.

##### Voice Mail

TCG voice mail, with 128 feature attributes, sets the standard for system feature flexibility, and application development. Applications such as "Vanilla Voice Messaging", Call Answering", Voice Mail", Auto Attendant", paging and telefax can be designed to meet requirements at a departmental level. This allows each level of management to create a functional voice messaging application to meet their specific needs.

##### Wild Card Key

Permits an attendant to use the wild card key to activate special features not directly available through any special feature key on the console.

##### Touch Tone (DTMF)

Touch Tone provides for the originating of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

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