

1. GENERAL

1.01 Centrex Service allows a Central Office switch facility consisting of a local channel and a line card, to terminate on a jack arrangement at a customer premise. The Connection of a Centrex Service is called a local and provides a combination of exchange and intercommunicating services.

The Centrex Service is provided subject to availability of facilities.

Two locals within an exchange is the minimum requirement to provide Centrex service to a customer.

Centrex Service provides basic and optional features.

The initial service period for Centrex Service is three months.

1.02 The monthly rates and service charges as specified in Section 210 apply for each local of Centrex Service, which provides the following services:

- (a) Access to Centrex basic service features. Refer to Section 210 for details.
- (b) Common equipment and switching equipment as required.
- (c) Circuitry to connect the customer location to the central office serving the area in which the terminal equipment is located.
- (d) One group of trunk lines for incoming service to the attendant's position. The Company determines the number of such lines in the group based on the customer's requirements. The Charge for equivalent service specified in Section 100 4.03 applies.
- (e) Trunk lines, as determined, for incoming and outgoing calls from locals of the system.
- (f) Touch tone dialing capabilities

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1. **GENERAL** (cont'd)

- (g) Inward dialing, which permits the dialing of incoming calls to locals of the system and also permits direct inward calling from the network to specific stations.
- (h) Telco music on hold where available.
- (i) Customer Detailed Billing provides the customer with details of all long distance calls made by every local in the customer's Centrex system where available.

The monthly rates and service charges as specified in Section 210 apply for each Centrex optional service features, which are described in Section 210.

Software changes made to the features of the Centrex service, after the initial installation, are subject to the service charges stated in Section 210.

A directory listing will be provided for a Centrex local if requested by the customer. Additional directory listings will be rates as in Section 140.

2. **RATES AND CHARGES**

The initial service period for Centrex Service is three months

USOC	DESCRIPTION	MRC	SC
RXCL	Centrex Basic	\$40.56	MESC
RXCLG	Centrex Basic - Glackmeyer/Lamarche NOTE: Glackmeyer/Lamarche includes touch tone	\$44.00	MESC
RXCLU	Centrex Basic - Unincorporated NOTE: Unincorporated includes touch tone	\$45.00	MESC
RX2L	Centrex Optioned line - additional charge	\$4.00	MESC

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**3. CENTREX BASIC SERVICE FEATURES**

Call Transfer allows a call to be transferred from one telephone set to another.

Call of Service provides the capability to deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations.

Extension calling allows station users with 7-digit dialing to use the intercom. For those users with 9+7 digits, they can have 4-digit dialing for internal calls.

Group Intercom allows a station user to direct an intercom call to any user member of a pre-designated group.

Access to Special Facilities provides accessibility to audio input on hold, code calling, dictation recording, music on hold, radio paging where available.

**4. CENTREX OPTIONAL SERVICE FEATURES**

Call Forward allows one call at a time to be forwarded from a telephone set to a predetermined telephone number.

Call park allows a station user to park a call in a numbered directory which can be retrieved from any telephone set by using a feature access code and the directory number that the call is parked against.

Call Pick-Up allows a station user to answer incoming calls to another station within a defined Call Pick-Up Group by accessing the pick-up code or feature access code.

Three Way Conference allows the caller to add on conference three conferees for an instant meeting with internal or external calls.

Automatic Call Distribution allows calls to be routed in a sequence to allow for a number of incoming calls and anticipated waiting time. Automatic Call Distribution Management Information System (MIS) Interface enables a downstream processor to use a data stream to collect ACD information from the Switch. The processor can then use this information to produce real time statistics and historical reports where available.

Automatic Route Selection and Queuing utilizes variables to determine the most efficient route for completing calls over the customer network.

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Digital Recorder Announcer is a Central Office based digital playback system specifically designed to deliver recorder announcements repeatedly and automatically.

A Centrex Billing Number is an optional feature which allows a Centrex customer to have additional locals for Customer Detailed Billing.

Message Waiting allows a business set with digit display to be designated as a message centre and notify other stations of waiting messages through use of call request.

Speed Call allows the station user to store frequently called numbers against an access code and to place calls to these number by dialing only the access code. The short List consists of 10 numbers and the Long List consists of 50 numbers

Station Message Detail Recording provides the customer with details of all long distance and special services calls made by every station user in the customer's Centrex system.

Traffic Study provides the customer with a detailed analysis of the traffic capacity of trunk groups and the amount of blockage that has occurred. The Company may provide one Traffic study per year at no cost to the customer. Any subsequent requests will be billed a flat rate to the customer.

Virtual Facility groups simulate trunk groups and allow the limited of access to 800 Service and Central Office trunks.

Voice Messaging provides individual voice mailboxes to a local for user messages. The charge for voice mailboxes are as specified in Section 490 13.

5. CALL MANAGEMENT SERVICES ON CENTREX

**C** Call Management Services are available on Centrex. The charge for these services are as specified in Section 490-8.12.

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