

Centrex Basic Package

- (1) **Station to Station Dialing**
Up to 99 other lines can be dialed in the same Centrex group by dialing three or four digits. The number of digits dialed is arranged with the customer at time Centrex service is ordered.
- (2) **Direct Outward Dialing**
A call can be placed outside the Centrex group by first dialing an access code then the desired number.
- (3) **Distinctive Ringing**
Allows a user to distinguish between incoming and station-to-station calls by providing distinctive ringing patterns. Centrex lines equipped for Distinctive Ringing and Call Waiting features will receive distinctive tones on incoming and station-to-station calls which are waiting.
- (4) **Direct Inward Dialing**
Allows incoming calls from the exchange network to reach a specific Centrex customer group station without attendant assistance.
- (5) **Class of Service – Deny Originating**
Restricts a station from originating any calls. Calls terminating to this station will be handled in the normal manner.
- (6) **Class of Service – Deny Terminating**
Restricts a station from receiving any calls. Calls originating from this station will be handled in the normal manner.
- (7) **Class of Service – Local Only**
Allows a station to receive terminating calls only from within the customer group. Calls originating from this station will be handled in the normal manner.
- (8) **Ring Again**
Allows a customer who encounters a busy condition when dialing a station served by the same switching office to activate a code and be placed in ring again mode. When both stations become idle, the originating customer will be alerted with special ringing. When the customer answers the call is automatically placed to the call that was busy.

Centrex Optional Line Features

- (1) **Call Pickup/Groups**
Allows a customer to answer incoming calls to another station within the same call pickup group by dialing an activation code. Multiple call pickup groups are available.
- (2) **Call Hold**
A call can be placed on hold by flashing the switch hook and dialing a code. This frees the line to originate another call or use the Call Pickup feature.
- (3) **Call Transfer**
Any established call can be transferred to another line within or outside the ECS group.
- (4) **Three-Way Calling**
A call in progress can be placed on hold and a second call completed while maintaining privacy from the first call. In addition, the user of an Centrex equipped line may choose to add

on the previously held call into a three-way conference. The two other parties connected to the conference call may be located either within or outside the Centrex group.

- (5) **Call Waiting/Cancel Call Waiting**
A tone burst is provided to a user on an existing call that another call is waiting. The user may alternate between the two calls by operation of the switch hook, but a three-way conference cannot be established. A user may cancel call waiting by dialing an activation code prior to making a call.
- (6) **Call Forwarding – All Calls**
The user may have all incoming calls automatically forwarded to another telephone number within or outside the Centrex group.
- (7) **Call Forwarding – Remote Access**
Allows the customer to activate and deactivate their Call Forwarding feature from a location other than where the service is located.
Your dial-in number is XXX (your prefix) - 9500 effective 1/25/11.
- (8) **Speed Calling – 8/30 Code**
Allows the user to abbreviate dialing patterns for frequently called numbers by dialing an access code followed by one or two digits. A customer can designate 8 or as many as 30 preprogrammed numbers.
- (9) **Busy Transfer**
This feature automatically transfers incoming calls that encounter a busy line condition on the subscribing Centrex equipped line to an alternate designated line within the Centrex group. This feature is in operation on a continuous basis and cannot be activated or deactivated by the customer. Changes to the feature must be requested from the Utility.
- (10) **Don't Answer Transfer**
This Centrex feature automatically transfers incoming calls that encounter an idle line condition after a preselected number of rings (from 3 to 5) on the subscribing Centrex equipped line to an alternate designated line within the Centrex group. The phone number to which the calls are transferred and the approximate number of ring cycles before a Don't Answer call is transferred are specified by the customer at the time the feature is ordered. This feature is in operation on a continuous basis and cannot be activated or deactivated by the customer. Changes to the feature must be requested from the Utility.
- (11) **Group Speed Calling/Controller**
Allows the Centrex group user to call a number on the Group Speed Calling list by dialing the feature access code followed by two digits. A controller station is designated at the time the feature is ordered, which would establish and maintain the Group Speed Calling list. Up to 30 frequently called numbers may be preprogrammed.
- (12) **Directed Call Pickup**
Allows a call to be answered which has been directed to another member of the group by dialing an access code followed by the station extension number.
- (13) **Directory Number Hunt – Stop Hunt /Random Make Busy**
Allows calls that reach a busy line condition to search for an idle line on which to complete the call. The "hunt" arrangement can be tailored by the customer to selectively stop the "hunt" process at a specific line or busying specific lines via hardware arrangement.

- (14) **Automatic Line**
Provides an automatic connection between the calling station that goes off-hook and a telephone number pre-designated by the customer. Calls terminating to this station will be handled in the normal manner.
- (15) **Manual Line**
Provides an automatic connection between the calling station that goes off-hook and an operator. Calls terminating to this station will be handled in the normal manner.

Attendant & Business Set Services

- (16) **Station Pickup**
Enables the attendant to answer a call which is ringing a monitored station without having to dial the extension number.
- (17) **Station Auto-Dial**
Enables the attendant to auto-dial an idle monitored station without having to dial the extension number. The attendant depresses a key associated with the monitored station.
- (18) **Station Transfer**
Enables the attendant to transfer a call from the attendant station to a monitored station by depressing a key associated with the monitored station.
- (19) **Group Intercom**
Allows the customer to use abbreviated dialing (one or two digits) to dial another member within the Centrex group.
- (20) **Individual Page**
Allows the customer to page another user in the same Centrex intercom group using a business set speaker provided by the customer.
- (21) **Message Waiting**
Provides a message waiting lamp indication on a business set to indicate a message is waiting.
- (22) **Reason Display**
Allows various reason information messages generated during operation of numerous features eg. Call Forward, Three Way Conference, Call Pickup etc. to be displayed for customers with compliant display sets.
- (23) **Multiple Appearance Directory Number (MADN)**
Allows a directory number to be assigned to more than one telephone set. The sets that are assigned this directory number are known as a MADN group.