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SECTION 9
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9. CENTRAL OFFICE SERVICES

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NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

A. Description

The *CENTRAFLEX* System 2 (CS2) provides optional features to Business Exchange Access Lines in the categories of Basic Measured, Basic Measured Hunting or Key, Premises Flat and Premium Flat Hunting or Key. The CS2 allows a Multi-line customer to integrate separate lines into a single communication system. The CS2 is offered in three separate software feature packages. In addition, individual line features and system group features are available.

1. The basic packages available in CS2 are:

a. Softpak I (per each line in the system)

- Touch-tone
- Intragroup dialing
- DID/DOD Service
- Station toll billing
- Attendant Call Transfer

b. Softpak II (per each line in the system)

- Softpak I features, plus:
- Station Call Transfer
- Call Hold
- Add-on

c. Softpak III (per each line in the system)

- Softpak II features, plus
- Station Call Transfer - Outside

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

A. Description (Cont'd)

2. The optional line features available in CS2 are:

- Call Forwarding - Don't Answer
- Call Forwarding - Busy Line
- Call Forwarding - Variable
- Call Waiting - Originating
- Call Waiting - Terminating
- Dial Call Waiting
- INWATS Call Transfer
- Automatic Call Back Calling
- Customer Changeable 6-number Speed Calling
- Customer Changeable 30-number Speed Calling
- Distinctive Ringing
- Call Pickup
- Dial 9 Restriction
- Custom Restriction
- Deny Terminating
- Automatic Call Transfer (ACT)
- "POTS" into the Common Block

3. The optional group features available in CS2 are:

- Attendant Access Line
- Automatic Route Selection
- Facility Terminations
- Multiple Systems
- Intercept
- Multiple Position Hunt
- Trunk Answer Any Station (TAAS)
- Station Message Detail Recording (SMDR)
- Electronic Tandem Switching (ETS)
- Conference
- Uniform Call Distribution (UCD)
- Single Digit Feature Access
- Management Information System (MIS)
- Split Service

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)

B. Service Description

1. The features available in the basic packages are:

a. Softpak I

(1) Touch-Tone Lines

Touch-tone signaling is included as part of the CS2 Softpak I package. Although telephone sets not equipped with tone signaling may terminate in a CS2, no guarantee of feature capability will be made in respect to those sets.

(2) Intragroup Dialing

A user can dial other lines on the CS2 system on a two digit, three digit, or four digit basis.

(3) DID/DOD Service

A user has the capability of receiving Direct-Inward-Dialed calls to any CS2 line. A user also has the capability of Direct-Outward-Dialing calls to the MTS network on a "dial-9" basis.

(4) Station Toll Billing

Each CS2 line will receive a billing record of all toll calls.

(5) Attendant Call Transfer

The Attendant of the CS2 system can transfer any incoming DID system call to another system line. CS2 systems without an attendant cannot transfer between lines.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

B.1. (Cont'd)

b. Softpak II

- (1) All Softpak I features
- (2) Station Call Transfer

The user of a CS2 line can transfer any established call to another line within or outside the CS2 group. One person on the final connection must still be within the CS2 group.

- (3) Call Hold

A user of a CS2 line can place any established call on hold by flashing the switchhook and dialing a code. This frees the line to originate another call.

- (4) Add-on

A user of a CS2 line can connect a third line to an established connection.

c. Softpak III

- (1) All Softpak I features
- (2) All Softpak II features
- (3) Station Call Transfer - Outside

The user of a CS2 line can transfer any established call to another line within or outside the CS2 system. This feature also allows an outside line be transferred to another outside line and the CS2 line can drop out of the call.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

B. Service Description (Cont'd)

2. The optional line features available in CS2 are:

Automatic Call Back Calling

This arrangement permits a main station line user, when attempting an intercommunication call to a busy main station line, to be automatically connected to that line when both called and calling lines are subsequently idle.

Automatic Call Transfer (ACT)

This feature provides an arrangement where calls placed to one telephone number are automatically transferred to another telephone number.

Call Forwarding Busy Line

This feature provides for automatic routing of incoming calls to a preselected station in the system or to the attendant when the called station line is busy.

Call Forwarding Don't Answer

This feature provides for the automatic routing of incoming calls to a preselected station in the system or to the attendant when the called station does not answer after a preset number of ringing cycles.

Call Forwarding Variable

This feature provides for automatic transfer of incoming calls to another station inside or outside the system as selected by the station user. The station selected may be the attendant.

Call Pickup

This feature enables a user of a CS2 line to answer a call which has been directed to another line in the CS2 system by dialing an access code.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

B.2. (Cont'd)

Call Waiting Originating

This feature allows a CS2 line to direct a call waiting tone toward a busy called station within the same CS2 system.

Call Waiting Terminating

This feature allows a CS2 line who is engaged in a telephone conversation to be alerted via an audible tone that another incoming call is attempting to reach that number.

Custom Restriction

This feature allows a line to be optioned so that calls may be initiated and received only from within the system.

Customer Changeable 6 Number Speed Calling

This feature allows a CS2 user to have six abbreviated codes assigned to frequently called numbers.

Customer Changeable 30 Number Speed Calling

This feature allows a CS2 user to have thirty abbreviated codes assigned to frequently called numbers.

Deny Terminating

This feature allows a line to be restricted from calls originating outside of the system. Lines equipped with this feature have unrestricted outgoing call capability.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

B.2. (Cont'd)

Dial Call Waiting

A station line equipped with Dial Call Waiting may optionally provide, by dialing a preset code, an audible Call Waiting tone to a called station line in use in the same system.

Dial 9 Restriction

This feature will block all call attempts to originate a Dial 9 type call and send the call to reorder tone.

Distinctive Ringing

This feature allows the customer to distinguish between incoming and intercom calls by providing distinctive ringing patterns. CS2 lines equipped for distinctive ringing which are also assigned the CS2 Call Waiting feature will receive distinctive tones on incoming and intragroup calls which are waiting.

Distinctive Ringing and Call Waiting Tone enables a station user to distinguish up to three types of incoming calls:

- Type A -- Intra-CS2
- Type B -- Direct Inward Dial, Attendant completed, tie lines
- Type C -- Dial Call Waiting, Call Waiting Originating, Attendant night service.

INWATS Call Transfer

This feature allows an incoming INWATS call to be transferred to another line in the same CS2 system.

"POTS" Into the Common Block

This feature allows a customer converting to a *CENTRAFLEX* service from "plain old telephone service (POTS)", Exchange Services - Section 5 of this Catalog, to move their Listed Directory Number(s) into the *CENTRAFLEX* Common Block.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

B. Service Description (Cont'd)

3. The optional group features available in CS2 are:

Attendant Line

This feature allows a CS2 system to designate one or several terminals as an attendant with attendant features. The Attendant Line includes Softpak I features.

Automatic Route Selection (ARS)

This feature is an arrangement allowing station users to automatically select preferred and alternate private routes subscribed to by the customer for the completion of Direct Distance Dialed calls to points outside the local calling area.

Conference

This feature allows up to six lines to be joined in a conference call.

Electronic Tandem Switching Feature (ETS)

This feature provides specialized routing and recording of calls over a private tie line network.

Facility Termination

This feature allows the customer to terminate Tie Lines, Foreign Exchange Lines, Trunks, Paging Trunks, and Dial Dictation Lines on the CS2 system.

Intercept

This feature allows a CS2 system to disconnect individual lines and provide various forms of intercept for them.

Management Information System

This system is designed to collect data on the status of a specific customer's network and provide reports on peg count, queued calls, and overflow.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

B.3. (Cont'd)

Multiple Position Hunt

This feature is a CS2 loop hunting arrangement that provides the ability to distribute calls over a group of up to 16 loops of console positions, each of which can handle up to six types of calls. Incoming calls are routed only to idle positions with an idle loop for that call type.

Multiple Systems

This feature allows various *CENTRAFLEX* systems to be selectively connected together for purposes of abbreviated dialing between systems and joint facility access.

Single Digit Feature Access

This feature allows access to certain line features by pressing a single digit on a Touch-Tone dial.

Split Service

This service permits segregation of *CENTRAFLEX* station lines for a customer into separate groups thereby enabling each group to have a different set of common features.

Station Message Detail Recording Basic (SMDR-B)

This feature provides message detail on calls placed over WATS, CCSA, Tie lines, and MTS.

Trunk Answer Any Station (TAAS)

This feature will allow any line in the Trunk Answer Group to be picked up by any other line of the *CENTRAFLEX* System 2 system.

Uniform Call Distribution (UCD)

This feature is a hunting arrangement which evenly distributes incoming calls to answering positions.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)

C. Terms and Conditions

1. The CS2 is not available on trunks, Remote Switching Systems (RSS), Centrex Service, Public Communications Service or multiparty service.
2. A customer may choose to combine access lines terminating at different locations into a single CS2. All access lines terminating in a CS2 however, must be served by the same central office.
3. The quality of transmission for calls utilizing CS2 Call Forwarding or CS2 Conferencing may vary depending on the distance and routing involved.
4. The *CENTRAFLEX* System 2 features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing the service.

CS2 requires special central office equipment and is not provided in all central offices. The Company may furnish CS2 where there is available facilities, and central office equipment, with the proper program updates, as determined by the Company.

5. Unless Split Service is subscribed to, all lines of a CS2 system must subscribe to the same Softpak rate.
6. The Multiple Position Hunt feature provides ringing on queue only. Calls cannot be transferred to a Recorded Announcement or Silence on Hold. One queue slot per Foreign Exchange facility is required.
7. The usage element of the Measured Business Line will only apply to "Dial 9" calls.
8. A CS2 telephone number is any telephone number which has been assigned to the CS2 system. A CS2 telephone number can be removed from the CS2 telephone number range for use in other Classes of Service as specified in D.4.e., following.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

C. Terms and Conditions (Cont'd)

9. The following conditions apply to lines or trunks terminating or originating in different exchanges or central offices.
 - a. A trunk from another exchange can be connected to the *CENTRAFLEX* system. It would be accessed by a 1XX code by the *CENTRAFLEX* user and by a seven digit telephone number in the originating exchange. The following charges would apply:
 - (1) Trunk charges from 5.1.4, preceding, Foreign Exchange Service apply.
 - (2) Interexchange mileage charges as specified in 5.1.4, preceding, Foreign Exchange (FEX) Service apply in addition to the above.
 - (3) For each FEX line or trunk terminated, a Miscellaneous Trunk Termination charge applies. This charge includes the access code used to access the FEX line or trunk on an outgoing call. If the FEX line or trunk is used on an incoming basis, the terminating line is included in the Miscellaneous Trunk termination charge. If features are required on the line, an additional feature charge applies.
 - b. A *CENTRAFLEX* line with a telephone number access on the *CENTRAFLEX* system that terminates in a set in another exchange has the following charges.
 - (1) Line charges specified in 5.1.4, preceding, Foreign Exchange Service, in addition to the above.
 - (2) Interexchange mileage charges apply from 5.1.4, preceding, Foreign Exchange Service.
 - (3) If features are required on the line an additional feature charge applies.
 - c. A *CENTRAFLEX* line with telephone number access on the *CENTRAFLEX* system that terminates in a set in another central office in the same exchange has the following charges.
 - (1) Line charges as specified in Section 5 of this Catalog apply.
 - (2) If features are required on the line an additional feature charge applies.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

C. Terms and Conditions (Cont'd)

10. SMDR-B

An arrangement to provide a record by station number of originating intercity calls.

- a. SMDR-B is a service limited to stations of *CENTRAFLEX* customers served from a Central Office where facilities permit and where the Company's message billing process has been arranged to provide this feature.
- b. Station message details include the calling station number, called number, date, time of day, length of call and the type of facility used. For calls placed on Message Toll Service facilities, the charge incurred is included.
- c. Available as an optional service are line summaries of the number of calls placed for Directory Assistance.
- d. For the administration of this section, Private Facility means a specific WATS, FEX or CCSA circuit; Private Facility Group means a group of circuits the same type used to complete calls between the same points.
- e. Station message details may be provided on calls placed over WATS, CCSA and Message Toll Service facilities, but will not include intercom calls or tie line calls originated by station users. If the customer has Automatic Route Selection service (ARS), SMDR-B can also be provided on the customer's Foreign Exchange facilities for those calls routed through ARS over those circuits. For these facilities, D.4.b.(2), following, applies for each group and D.4.c.(3), following, applies for each Foreign Exchange Line or Trunk. Where Foreign Exchange facilities are involved, all such call attempts, whether completed or not, will appear on the SMDR-B.
- f. The customer shall designate the group or groups of facilities on which SMDR-B is to be provided.

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9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

C.10. (Cont'd)

- g. Station message details will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the accounting center furnishing the tape.

Special test tapes, program re-runs, or program modifications requested by the customer will be provided only if facilities and operating conditions permit and at estimated costs.

- h. Station detail is not represented to be a provision of billing detail. The Company assumes no responsibility for reconciling differences between the SMDR and the customer's bill.

11. Automatic Route Selection - Deluxe (ARS-D)

- a. ARS-D is only furnished in association with Facilities Restriction Level (FRL).
- b. Routes may include Foreign Exchange Trunk lines, WATS lines, Exchange Trunk lines to the toll network or access lines to CCSA or other arrangements where compatible.
- c. For the administration of this Section, the following definitions apply:

Access Code

A one digit code, dialed by the station user, which causes the ARS-D feature to automatically scan the digits and select a first choice completing route, when available, or subsequent route if the first choice route is not available.

Facility

A specific circuit. This could be any type listed in (b) above.

Pattern

Means a group of routes arranged to be selected in sequence, specified by the customer, with a maximum of 10 routes in a pattern.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 CENTRAFLEX SYSTEM 2

C.11.c. (Cont'd)

Route

Means a group of one or more facilities of the same type used to complete a 10 digit off-network call to a public network telephone number.

Route Selection

This is the automatic selection of the preferred route as pre-determined by the customer.

The final completing route may be the toll network or, at the option of the customer, the call attempt is routed to overflow tone if a Facilities Restriction Level (FRL) is insufficient to complete the call.

- d. Preferred routes and alternate routes in patterns will be specified by the customer.
- e. The ARS-D feature provides all number translation and supervision necessary to route the call. "More Expansive Route" (MER) Tone is supplied, at the option of the customer, as a function of the route selected for a particular call.
- f. A maximum of three ARS-D Pattern Groups with a maximum of sixty-four patterns in each Pattern Group will be provided. The three Pattern Groups referred to will consist of one primary and two additional Pattern Groups for "Time of Day" (TOD) routine.
- g. Each WATS band is treated as a separate route.
- h. A maximum of sixty-four Number Plan Areas (including the home NPA) may be designated by the customer for routing of calls by central office codes (six digit translation).
- i. All rates and charges specified for ARS-D are in addition to the rates and charges for the associated facilities and facility terminations.

