Connecticut Centrex Service Overview

Frontier Wholesale

Jurisdiction: All
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Contents

Centrex Service Overview – Connecticut

Overview	Centrex services in Connecticut are offered in 3 tiers 1. Centrex Service Functionality Type I (CSF-I) **(CentraLink 1100)** 2. Centrex Service Functionality Type II (CSF-II) **(CentraLink 2100)** 3. Centrex Service Functionality Type III (CSF-III) **(CentraLink 3100)**
CSF-I	**CentraLink 1100** Centrex Service Functionality-Type I (CSF-I) is available as a flat rate business service that is furnished, subject to availability of facilities, by means of 5ESS, 1AESS, EWSD, and DMS central offices and customer/end user provided telephone equipment.
CSF-II	**CentraLink 2100** Centrex Service Functionality Type II (CSF-II) is available as a flat rate business service which is furnished, subject to the availability of facilities, by means of 5ESS, 1AESS, EWSD, and DMS central offices and end user-provided non-key telephone instruments or non-switched key systems. The service provides for intercommunication between stations of a single system and exchange service and toll connections for such stations. The service will be provided for systems with a minimum of two (2) lines with no maximum limitations.
CSF-III	**CentraLink 3100** Centrex Service Functionality Type III (CSF-III) is an exchange rate business service which is furnished, subject to the availability of facilities, by means of 5ESS, 1AESS, EWSD, and DMS central offices and customer-provided standard instruments or non-switched key systems.

Centrex Service Functionality Type I

Description

CSF-I is Business POTs or Trunk with an inherent suite of Centrex vertical features. No common block, so no abbreviated, station-to-station dialing. Targeted to the small business market. CSF-I trunks can be provided as loop start or ground start.

Features

The standard station line features include the following

Feature	Description
DID	Direct Inward Dialing
DOD	Direct Outward Dialing
Station Hunting	Series or Multi-line only
Consultation	Permits the station user to place a call on hold without any special key equipment, i.e. hold button, while placing a call to another number for the purpose of consultation. After the consultation, the station user will be able to return to the original call.
Three-way calling	Permits the CSF I station user to add a third party to an existing call. The third party may be within or outside the system.
Call waiting/Cancel	Alerts user that an incoming call is waiting and allows the user to hold the first call and answer the second call. This feature can be temporarily deactivated by station.

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Feature	Description
Call forwarding variable/All calls	Allows the CSF I station user to reroute/forward all calls to another CSF I station within the system or to forward to any number outside the system. *See **Call forwarding types** block*

Call-Forward Types

There are 3 types of call forward service available

Type	Description
Call Forwarding Variable/All Calls	Routes all calls placed to a station to another number within or outside the system. This feature is activated and deactivated by the station user.
Call Forward Busy Line/All Calls	Routes all calls placed to a busy station to a predetermined number. The call forwarding number must also be provided.
Call Forward Don't Answer Calls	Routes all calls placed to a station that does not answer to a predetermined number. The call forwarding number must also be provided.

Optional features include

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Feature	Description
Bridged Station Line	A single telephone number which appears at both a primary and a secondary location.
Telephone Number Reservation	Allows customer to reserve specific telephone numbers for future use in an end user's CSF-I system.

Feature Group Options

There are 3 feature options available for CSF-I service.

A feature group is not required. When features are desired, only one feature option (Group 1, 2, or 3) can be ordered for each station line.

Option	S&E Code	Includes…
Group 1	ESY4M	• Call waiting • Three-way calling • Call forwarding variable • Consultation
Group 2	ESY3H	• Three-way calling • Call forwarding variable • Consultation
Group 3	ESMFP	• Call forwarding variable

• Group 1 package should not be used with a telephone number in a hunt group unless it is the last number in a hunt sequence.
• Call forwarding takes precedence over regular hunting.

Restrictions/ Limitations

The following are restrictions and/or limitations of CSF-I service.

- Provided subject to availability of facilities
- CSF-I service is not available with Multilink Service or foreign exchange basis.
- Seasonal suspension is not permitted.
- Feature interaction limitations may apply
- Toll restriction is available on CSF-I station line.
- End user CPU must be compatible with features of CSF-I system
- The only feature available with one-way outgoing or two-way PBX trunks is call forwarding.
- Vertical features are not allowed on trunks (***exception:*** DID hunting)
- CSF-I can be provided to end users with multiple locations as DPAs in the same wire center for station lines only.
  - The secondary location must be SAG verifiable
  - Secondary location must be owned or leased by the same end user
- Dual service is available for ten station lines or less.
- When an end user has speed dialing and converts to CSF-I and retains the speed dialing, the list must be reprogrammed by the end user.
- PIC is assigned on a per station line or trunk basis.

Hunting Restrictions

The following Hunting restrictions apply to CSF-I

- Circular hunting is not permitted
- Multi-line hunting is required with regular hunting when more than 8 lines are in a hunt group.
- Call forwarding takes precedence over regular hunting
- Call forwarding Busy line will not work if a station is in a hunting group

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- If Call Waiting applies, the last station in the hunt group will hear the call waiting tone
- Calling Number Delivery/Calling Number and Name Delivery features do not work.
- Hunting is only allowed within the same class of service and must also be on the same account.
- Cannot hunt between two different hunt groups or from one account to another.
- Caller ID cannot be used with hunting

Ordering Hunting

- Hunting detail is provided solely on the HGI hunting form.
- A hunting feature code or USOC is not required.

Note: Frontier uses a zero-rated code GHUNT to provision hunting. This code is for internal use and should be not used on an LSR order.

Ordering

CSF-I may be available on term rates. See Resale Centrex Ordering Matrix for term availability.

Billing

Each CSF-I station line or trunk carries a Federal Subscriber Access Line Charge.

Termination Liability

If the entire CSF-I service is removed or changed to another type of service prior to the end of the service agreement, termination charges apply.

Centrex Service Functionality Type II

Description

CSF-II is Individual common block that allows intercom dialing between stations, DID, and DOD, along with a set of inherent line features. This service is targeted to the 10-30 line customers.

Centrex Service Functionality II is a flat-rated business services designed to furnish end user with:

- Access to general exchange network
- Capability of communication within the CSF system
- Direct link between end user and Central Office
    - CSF II – 2 station line minimum

CSF station line denotes a line connecting CSF dial switching equipment to a station and includes the provision of adequate transmission for exchange and toll connections.

Principal/ Secondary Locations

Station lines can be furnished to end users with multiple locations within the same wire center

Location	Description
Principal Location	The main business location ***Note:*** Only one principal location is associated with each CSF system.

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Location	Description
Secondary Location *Also known as Different Premises Address (DPA)	Can be furnished at locations other than the principal location providing that these locations are owned or leased by the same subscriber as the principal location and served from the same CO. ***Note:*** Secondary location can have a number associated at that location only or it can be a bridged station number from the main location.

Common Equipment

Every CSF-II system requires common equipment also known as Common Block. The Common Block is a group of 10-digit telephone numbers tied together with software that gives the CSF-II end user access to a complete selection of functions and features.

One PIC/LPIC combination is assigned per Common Block. If the end user chooses to have more than one PIC and/or LPIC combination, an additional Common Block is required.

CSF-II -Common Block	S&E Code
Initial	4CJ
Additional	4DJ

Station Lines

There are four types of station lines available with CSF-II. A minimum of two primary station lines is required and must have two at all times. If an end user migrates to another service provider and chooses to take over only some of the lines to avoid penalties, they must still have a minimum of two lines left behind.

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The four types of lines are:

Type	Description
Unrestricted Station Line	Provides unlimited inward/outward access to local and toll networks as well as station-to-station calling.
Toll Restricted Station Line	Prohibits access to toll network. • Provides local and station-to-station calling, access to 811 and 911 • Prohibits access to 0, 0+, 1+7, 1+800, 1+900 and 10 digit dialing capabilities
Fully Restricted Station Line	Allows station-to-station calling only within the CSF II system. Does not allow access to local or toll networks.
Bridged Station Line	Single numbers appearing at two or more locations.

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Centrex Service Functionality Type II, Continued

Standard Features

The standard features included with CSF-II are

- Automatic Call Back
- Calling restrictions
- Call Forwarding
- Call Hold
- Call Pick Up
- Call Transfer
- Call Waiting
- Terminating Incoming
- Terminating All Originating
- Dial Call Waiting
- Cancel Call Waiting
- Common Equipment (Common Block)
- Consultation
- Directed Call Pick Up with Barge in Capability
- Directed Call Pick Up without Barge in Capability
- Direct Inward Dialing
- Direct Outward Dialing
- Distinctive Ringing
- Identified Outward Dialing
- Speed Call
- Station to Station Calling
- Station Hunting
- Three Way Calling
- Trunk Answer From any station

Optional Features

The optional features include

- Bridged Station Line
- Telephone Number Reservation
- Smart Link Service
- Call Again
- Call Blocking
- Priority Call Ringing
- Assume Dial 9

Restrictions/ Limitations

The following are restrictions and/or limitations of CSF-II service.

- CSF II requires common equipment (common block).
- When end user chooses to have more than one PIC and/or LPIC combination, an additional common block is required.
- A feature interaction limitation may apply on use and mix of features used with CSF II service.
- CSF II lines are provided as line side connections only and may be provided to multiple individual end user locations within the wire center as part of the same end user CSF II system.
    - CSF II may not be used in conjunction with DID service terminated in PBX equipment.
- Centrex telephone numbers must remain in the serving CO switch to which they are assigned.
- Bridged locations cannot be located on the same premise as the primary station line.
- CSF II cannot be provided on a Foreign Exchange basis.

Centrex Service Functionality Type II, Continued

Ordering	CSF-II may be available on term rates. See Resale Centrex Ordering Matrix for term availability.
Directory Listings	CSF-II end user customers are provided with one primary listing for each location within the same exchange. The listed number must be working at the address listed. ***Note:*** Additional listings are provided. These are subject to the regulations and rates stated in the state tariff.

Centrex Service Functionality Type III

Description

CSF-III is Individual common block, but configured as a "choked" system, similar to a PBX. Customer is required to purchase a quantity of CL3100 access paths which provide access to the PSTN for the stations. Targeted to the 30-300 line customer.

Centrex Service Functionality III is a flat-rated business services designed to furnish end user with:

- Access to general exchange network
- Capability of communication within the CSF system
- Direct link between end user and Central Office
    - CSF III – 10 station line minimum

CSF station line denotes a line connecting CSF dial switching equipment to a station and includes the provision of adequate transmission for exchange and toll connections.

Components

In addition to the Common Block, CSF-III is comprised of three components:

- Network Access Paths (NAPs)
- Station Local Loop
- Primary Station

Network Access Paths

Network Access Paths (NAPs) provide access to and from exchange and toll networks and the CSF-III system. This is the access in which calls to and from CSF-III stations enter and exit the Common Block.

- Each NAP is capable of handling one inbound and one outbound call simultaneously.
- No less than one primary station and station local loops are required for each NAP. Quantities are based on each end user's usage requirements.

Station Local Loop

The Station Local Loop is the physical outside facility that provides the connection between the CSF-III switching equipment and the end user's premise. ***Note:*** One station local loop is required for each station line and bridged station.

Station Lines

There are 5 types of station lines available

Station line types	Description
Unrestricted Station Line	Provides unlimited inward/outward access to local and toll networks as well as station-to-station calling.
Toll Restricted Station Line	Prohibits access to toll network. **Provides local and station-to-station calling, access to 811 and 911. ** Prohibits access to 0, 0+, 1+7, 1+800, 1+900 and 10 digit dialing capabilities.
Fully Restricted Station Line	Allows station-to-station calling only within the CSF III system. Does not allow access to local or toll networks.
Bridged Station Line	Single numbers appearing at two or more separate locations. * *A bridged station line will always be at a different location ** More than one appearance of the same station line at a different address is determined by the end user's premise wiring
Hot Line	Allows an end user to signal and automatically connect to another predetermined station line when the handset is removed.

Common Equipment

Station lines can be furnished to end users with multiple locations within the same wire center.

Location	Description
Principal Location	The main business location ***Note:*** Only one principal location is associated with each CSF system.
Secondary Location *Also known as Different Premises Address (DPA)	Can be furnished at locations other than the principal location providing that these locations are owned or leased by the same subscriber as the principal location and served from the same CO. ***Note:*** Secondary location can have a number associated at that location only or it can be a bridged station number from the main location.

Common Equipment

Every CSF-III system requires common equipment also known as Common Block. The Common Block is a group of 10-digit telephone numbers tied together with software that gives the CSF-II end user access to a complete selection of functions and features.

One PIC/LPIC combination is assigned per Common Block. If the end user chooses to have more than one PIC and/or LPIC combination, an additional Common Block is required.

Standard Features

The following are standard features of CSF-III service.

• Additional Common Block • Automatic Call Back Calling • Call Forwarding All Calls • Busy Line All Calls • Busy line Incoming • Don't Answer All Calls • Don't Answer Incoming • Call Hold • Call Pick Up • Call Pick Up Group • Directed Call Pick Up with Barge in Capability • Directed Call Pick up without Barge in Capability • Call Transfer • Call Waiting • Terminating All • Terminating Incoming • Originating • Dial Call Waiting	• Cancel Call Waiting • Common Block • Consultation • Dial Access • Direct Inward Dialing • Direct Outward Dialing • Distinctive Ringing • Identified Outward Toll Dialing • Night Answer • Speed Call Individual • Station to Station Calling • Station Hunting • Station Line Calling Restrictions • Unrestricted Station Line • Toll Restricted Station Line • Fully Restricted Station Line • Bridged Station Line • Hot Line • Three Way Calling

19

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Restrictions/ Limitations	The following are restrictions and/or limitations of CSF-III service.
	
	• CSF-III requires common equipment (common block).
	• When end user chooses to have more than one PIC and/or LPIC combination, an additional common block is required.
	• Centrex telephone numbers must remain in the serving CO switch to which they are assigned.
	• CSF-III lines may not be used in conjunction with DID service terminated in PBX equipment.
	• CPE must be compatible with the features of the CSF-III system to which they are connected.
	• Some features may not be available from all switch types and all features are provided where facilities permit.
	• CSF-III may not be installed as primary service in a CO that is not the serving office of the primary location.
	• SmartLink Service features are available where facilities permit and subject to feature interaction limitation.
	• NAP quantities are based on each end user's usage requirements.
	    ○ No less than one primary station and station local loops are required for each NAP.
	• One station local loop is required for each station line and bridged station.
	• Fixed telephone number forwarding is not allowed.
	• Permanent call forwarding of an end user's old telephone number to the new is available only to those ineligible to retain their present LDN.
	    ○ End users do not have to be served from the same central office or wire center, but they must be served from the same exchange.
	    ○ The old number must remain working at the end user's premise and will be billed at the applicable WLS-Basic service rate.
	    ○ In addition, charges for permanent call forwarding arrangement will apply. The maximum total of call paths allowed is five (5)
	• CSF-III cannot be provided on a Foreign Exchange basis.

Ordering	CSF-III may be available on term rates. See Resale Centrex Ordering Matrix for term availability.

Directory Listings	CSF-III end users are provided with a free primary listing per Network Access Facility. This includes the address of the primary or secondary locations within the exchange.

Note: Additional listings are provided. These are subject to the regulations and rates stated in the state tariff. |

Change Log

Date	Page Number	Change
11/24/14	7	Feature group option clarification.
11/24/14	9, 15, 21	Term rate clarification.
3/17/15	9	Added Ordering detail.

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