

Information to Customers for adding/deleting Centrex facility

- 1) The subscriber of the main Telephone will be responsible for payment of the consolidated bill of all the Centrex Telephone Numbers in the Centrex group.
- 2) This facility is available for only working numbers.
- 3) The individual subscriber seeking Centrex facility may not belong to the same group/organisation.
- 4) The Registration amount, initial deposit, monthly rental & installation charges & phone plus facility for DELs under Centrex, shall be same as normal DEL. However the following additional Centrex features facilities shall be free of cost to all or some selected Centrex Numbers subject to technical feasibility.
 - i) Call pickup – individual & group call pickup
 - ii) Call transfer
 - iii) Calls completion to busy extension
 - iv) Call diversion to operator position if busy & no reply
 - v) O/G only extension
 - vi) I/C only extension
- 5) The uniform tariff of Rs. 60/- per DEL per month will be charged for Centrex service in addition to normal DEL charges.
- 6) All intra Centrex calls (calls among Centrex subscribers in the same group) are free.
- 7) Normal monthly free calls will be allowed for the DELs covered under the Centrex group.
- 8) The upper limit on the number of members in the Centrex group is presently restricted to 100 within particular exchange. Different group is possible in the Centrex group with numbers limited to 100. (exchange means only one exchange used for Centrex facility as calls from one Centrex group to another group of other exchange are not possible)
- 8) (a) Centrex facility availability status in various exchange of MTNL Mumbai is given as below.

Availability of Centrex facility:

OCB-283 : 282/4/5/1/6/0, 202/4, 272, 200/7/9/273, 241/2/0, 345/6/7, 380/1/3, 367/8/9/6, 350/370, 305, 300/1/2, 491/2/0, 496/7/4/8, 421/3/22, 431/2/3, 444/6/7, 445, 470/1, 416, 418/1/0/2, 401/2/3/4, 651/5/9/644/2/0/3, 653, 600/1, 614/5/6, 660/1, 628/670/1, 825/6/7, 820/1/2/3/4/34, 829, 876/7/8/9, 849, 858, 880/1/844/860, 885, 846, 861/2/3/4/5, 867/8/9/0, 898/9, 812/855, 552/0/1/5/9, 554/3, 520, 527/8/9, 526, 518, 574/3, 500, 570, 572, 577/8/9/6, 590/1/2/3, 540/1/2/3/4/5/5458, 539/0, 594, 547, 580/1/2/3/8, 546, 549, 754/5, 781, 782, 789/8, 761/8/2, 756, 760, 749, 721, 724, 742, 723, 778, 740/1, 770/1/2

EWSD : 218/5/6, 288, 271, 263/4/270, 495, 430/7/6/8, 645, 650/2/4, 657, 617/8/3/2/663, 665/6, 633/4/1/2/6/5/7, 630, 673, 676/7/8/9, 683/4, 687, 685/6, 854/870, 891/2/3/4/5/0, 814/8/9/804/3, 845, 816/7/5, 833, 548, 502, 503/4, 563, 586, 585, 588, 589, 748, 747

5ESS : 857/847, 896/7/848, 417,

- 9) The option of consolidated billing payment & discount under the “Corporate Account Holder Scheme” where applicable may be provided to groups or organisation covered under Centrex. However if any Corporate Account Holder in the Centrex group is already availing Volume discount, the Centrex Numbers involved in the group will not be provided the same

facility once again rather those Centrex Numbers falling in the volume discount scheme should be separated out at the time of billing.

- 10) The condition of consolidated combined billing for the DELs covered under Centrex group shall be mandatory. Wherever it is technically feasible to generate single consolidated billing for payment the Centrex facility shall be offered other wise it will not be provided.
- 11) The DELs belonging to public services like call Centres, enquiry numbers, ISP dialing IN numbers, paging service numbers etc. franchisees, PCO holders shall not be part of Centrex group.
- 12) There is no restriction on the number of group as long as the subscribers are located in same building/Complex or Building Co-located (say within the radius of 100 meters).
- 13) Selection of public numbers & Centrex numbers of the Centrex group is different in different technology exchanges as follows.

- 1) **EWSD:** In EWSD technology any public number can be created with any Centrex number. Thus full flexibility is available in EWSD.
- 2) **OCB:** In OCB, public number should have a definite relation with the private number, which is given below. **The public number range for a Centrex group should be consecutive & should consist a block of 10 or 100 which is to be defined in OCB exchange for Centrex.**
 - a) In case of 2- digit Centrex Scheme the last digit of public & private number should match.
 - b) In case of 3-digit Centrex number Scheme the last 2 digit of public & private number should match.

For example:

- 2digit Centrex number - Public number 4321000 Centrex number - 50
- Public number 4321001 Centrex number - 51
- Public number 4321002 Centrex number - 52 etc
- 3digit Centrex number - Public number 4777720 Centrex number - 320
- Public number 4777721 Centrex number - 321
- Public number 4777722 Centrex number - 322 etc

- 14) The following information are required from the subscriber forming the Centrex group
 - a) Numbers of the subscribers forming the Centrex group.
 - b) Centrex number short dialing numbering scheme, viz. whether the subscriber wants 2 digit or 3 digit dialing Scheme.
- 15) The application of the Centrex facility should be given along with an annexure containing the following information:

Sl. No.	Telephone No.	Name of the subscriber	Customer No	Address	Short digit dialing number scheme offered	Signature of the original subscriber

- 16) Centrex facility will not provided for the subscriber who are under default (i.e. Non payment).