

## CENTREX SERVICE

### INTERCEPTING ARRANGEMENTS FOR OLD LISTED NUMBER

The majority of the applicants for Centrex service will be those customers now served by normal PBX's. The inauguration of Centrex service for a customer will, in most instances, require a change in the customer's listed number. The treatment of traffic to the old number must be given careful consideration from both the customer's and the Company's viewpoint. We have engineered the Centrex to complete a major portion of the customer's incoming traffic directly to his stations and have reduced his attendant requirements accordingly. Can this changed number traffic be routed to the new Centrex attendant team without affecting the customer's service or should some other treatment of this traffic be considered? We have investigated three treatments for traffic to the old number. These which briefly are:

- a. **Intercept by the Telephone Company** with reference to the new listed number provided.
- b. **Intercept by the customer** (no charge supervision) with reference to the new Centrex station number. The calling subscriber would be requested to place the call to the new number.
- c. **Answer and complete** to the desired station without intercepting.

The effect of each treatment on the customer's service and the additional equipment required during the post-cutover period to handle this traffic will be described in detail in the following divisions.

#### **Intercept by the Telephone Company**

The traffic to the old listed number could be intercepted by the Telephone Company. Either regular intercepting or special recorded announcement arrangements can be provided. The calling subscriber would be referred to the new listed number for completion.

This traffic must be attendant handled at the Centrex. Combined with other attendant seeking traffic, the resulting effect could require more positions than those actually available and the customer's service would be degraded.

If this treatment is provided and additional positions are required in the Centrex attendant team for this post-cutover period, these requirements must be included in the engineering estimates. One exception to this applies to Centrex CU installations which have retained the existing PBX positions for the attendant facilities. The removal of the excess positions can be delayed for as long as required.

#### **Intercept by the Customer**

As a part of the educational program introduced with every Centrex customer, the customer's attendants are instructed to inform all subscribers reaching the firm via the new listed number, the number of the desired station and how to reach this station on a direct dialing basis on future calls. The effect of this operation is twofold—it benefits the customer in keeping the attendant handled traffic at a low level and helps to increase the proportion of traffic indialed to the stations.

This same approach can be applied, with the customer's agreement, for traffic to the old listed number. The old listed number trunks can be retained in service for as long as required and the traffic terminated on the customer's old switchboard positions. If this is not feasible some temporary attendant facilities can be provided. Attendant facilities would be modified to provide a non-charge condition when the incoming call was answered. With the customer's attendants manning these positions, the calling subscriber will be provided with all the information he needs to complete his call on a direct indialing basis. He will be asked to hang up and dial his call again. This would also occur if the call had been routed to the Telephone Company intercept but the calling subscriber would not have obtained as much information in reaching his destination. As a result of this operation, the traffic to the Centrex attendant team will not be affected, the indialing traffic will be high, the Telephone Company will have had no increased volume of intercepting traffic, and the calling subscriber

will have received a better and more complete service than if he had reached Telephone Company intercept.

#### **Answer and Complete**

Another possible treatment, with agreement from the customer, is to terminate the old listed number trunks on attendant facilities manned by the customer's attendants and complete to the desired station. The customer will usually desire to have all traffic routed to his concern handled by his people. This arrangement can provide this feature for him.

There are some equipment complications, however, with this plan. If this traffic is routed to his new Centrex attendant team, the same problem exists as described under "Intercept by Telephone Company." He may have insufficient positions to maintain a reasonable grade of service. For No. 5 crossbar Centrex installations with consoles provided as the attendant positions, the termination of the old listed number trunks is not possible with existing circuit designs.

As a solution to these problems, the old PBX positions can be manned. The old listed number trunks can be retained here, the instructions given to the calling subscriber, and completing trunks provided for extending the call to the desired station on a charge supervision basis. These completing

trunks must be included in the engineering estimates for the new service. If manning the old positions is not feasible, temporary attendant facilities can be provided with the same arrangements as described above.

#### **Recommendations**

Traffic to the old listed number will be high for some Centrex customers, for others it will be insignificant. We have tried to point out the problems which can exist in treating this traffic and the physical arrangements possible to obtain the desired solution. However, there are other problems involving rates for temporary facilities, retaining old trunks in service, etc., as well as the connection of these temporary facilities. Customer agreement to the treatment accorded his installation is also an important factor.

We recommend that the situation for each Centrex customer be considered separately. All interested departments should be advised of that situation and a joint decision should be reached as to the desired treatment applicable. Concurrence of this or an alternate treatment should then be obtained from the customer. This answer should be obtained early enough in the negotiations for Centrex service to permit the inclusion of any additional equipment needed for this purpose in the engineering estimates.