

**E1-E2 (EB)**

**Chapter 12**

**Centrex & CUG**

## **CENTREX & Closed User Group**

### **Centrex**

Centrex is the facility under which landline customers can talk free of cost with each other, within a group.

The details of different type Centrex facility for landline customer are given below:-

1. For Cooperative Group housing Societies/DDA Resident's Welfare Associations and others with well defined boundaries.
2. For Local Exch. Area.
3. For city wide.

### **The Salient features of Centrex facilities are given below:**

- The existing customer can opt for this facility and new customers can avail this facility at the time of booking of telephone connection.
- Minimum limit of members in a group of Centrex would be five.
- Calls within the Group are free.
- The registration amount, initial Deposit, monthly rental and installation charges etc. for Telephone Connection under Centrex shall be same as normal Telephone connection.
- The free monthly calls as per tariff plan shall be allowed on the telephone connection covered under the Centrex.
- Anybody can join/leave the existing Group at any time.
- The DELS belonging to public Services like, call Centers, enquiry numbers, ISP Dial in numbers, paging service numbers, franchises, PCO holders and only incoming number shall not be part of the Centrex Group.
- Centrex Facility will be available in all Tariff Plans.

### **Cooperative Group housing Societies/Resident's Welfare Associations of DDA and other with well defined boundaries.**

1. The Free Centrex facility shall be for the Cooperative Group Housing Society/Resident Welfare Associations and DDA having clearly defined boundaries with maximum 500 dwelling units. Above 500 dwelling units the case will be considered by the concerned CGMs on case to case basis.
2. This scheme is restricted to the Members of Society residing within the same premises.
3. No additional rent will be charged from the Members for availing Centrex facility.
4. One rent free Telephone connection under Plan – 160 will be given against minimum 5 upto 50 MTNL landline connections. Thereafter, against every 50 MTNL landline connections, one more rent free telephone connection will be provided. These telephones will be provided at Security Gate/Society Office.
5. There will not be any security deposit, Registration/Installation charges. However usage charges shall be made by the Society. This free Centrex facility will also be extended to Shopping malls with well defined boundaries with minimum 10 users.
6. 1+1 facility will be extended to RWA/ Group Housing Societies only for Local Centrex where change in number is involved.

**Centrex facility for Local Exch. Area:-**

- This facility will be provided to the customers within the same Exch. Area.
- The uniform tariff of Rs. 60/- per telephone connection per month will be charged for Centrex facility. This would be in addition to the monthly telephone charges as per applicable tariff plan.

**Centrex facility for city wide:-**

1. This facility will be provided to the customers for the different Exch. Area.
2. The uniform tariff of Rs. 125/- per Telephone Connection per month will be charged for Centrex facility. This would be in addition to the monthly charges as per applicable tariff plan.
3. The existing telephone No. will be charged into New number with levels 288XXABCD.
  - Highly Cost-effective
  - Intercom calls charge free
  - No worry to select innovative (PBXs) equipment
  - No risk of Obsolescence of technology
  - No power Supply Requirement
  - No need to waste valuable floor space
  - No annual maintenance charges
  - Totally flexible

**Salient Features of CENTREX Subscriber**

- CLIP for Intercom and network calls
- Conditional call forward  
On busy call, On no reply, Only PSTN calls, Only Intercom calls
- Call pick up  
Within Group, Directed, Night Service
- Call Transfer Features  
All Calls, Incoming calls only, Internal only
- Voice/Data protection

In addition to above distinctive features subscribers can have all the existing normal features like - wake up call, call wait, Dynamic lock, Abbreviated Dialing, Hot line etc.

**Almost all organizations use EPABX because of the following reasons:**

- Short code dialing for internal communication within the organization.
- All such calls are free of cost.
- Phone Plus facilities such as call transfer, Call Park etc. are available.
- But installation of a PABX has the following implications / limitations :
  - Initial investment for the PABX.
  - AMC for PABX equipment.
  - Require some air-conditioned spaces.
  - Concentration of traffic towards PSTN.

New CENTREX facility of BSNL relieves from all these implications / limitations without sacrificing any of the above facilities:

In CENTREX, no physical PABX needs to be installed.

Facility can be extended to any ordinary telephone.

A special dial tone which is different from the normal dial tone is provided.

A number of such lines can form a group called CENTREX group.

Like a PABX, following dialing procedure is adopted:

- For internal call (call within the group), dial a 2 or 3 digit number.
- For outgoing call (to call outside the group), dial '9' - get normal dial tone-dial Local/STD/ISD digits.
- For incoming call - a CENTREX number can be reached from outside the group by dialing the 7 or 8 digit directory number.

CENTREX , a real friend of the frequent caller

- Choose a number you want to talk to in unlimited way.
- Choose two number you want to talk to without seeing your watch.
- Choose three or more numbers you want to talk to without caring of time.
- Form a CENTREX group with these numbers and go on talking.
- All such calls of any duration are free of charge.

## **Closed User Group**

A group of users may form themselves into a CUG, creating a Pseudo "Private" sub-networking, utilizing the facilities of the network. This service enables the subscribers belonging to the same CUG to make communications with each other preventing access from or to the world outside the group.

The CUG has opened up newer channels of communication for the upwardly mobile, heavy duty user. An organization with CUG would be like a giant EPABX Exchange over the whole country. CUG is a facility, wherein a group of subscribers within an organization can talk (or send messages) to each other at a differential cost or for free, thereby significantly reducing the overall cost of communication for the company.

The service can also be customized as per the requirement of the client. In this case subscribers are tied in a pre-specified loop whereby they can send or receive message to all users in the group, at one turn. The configurations of the user-group numbers are captured in the system at the service center to facilitate the benefits of CUG.

Service providers these days are vying with each other to woo more customers for CUG by providing more STD operating procedures. E.g caller identifications, call forwarding are some of the options that come free with CUG package. Corporate plans are cheaper, convenient and come with more utilities.

In a network, a group of users permitted to communicate with each other but not with users outside the group. Note: A user data terminal equipment (DTE) may belong to more than one closed user group. Leased circuits can be used by more than one legal entity if they form closed user group. In case of dedicated/captive networks for the use of closed user groups, the equipment shall be owned and operated by the licensee within the scope of license (as granted by the Government).

As per the TRAI clarification dt 15<sup>th</sup> July, 2003 - Under the terms and conditions of existing license, wherever permitted, operators are free to provide leased lines to their customers for setting up of Closed User Group (CUG) network. CUG may be a network of leased lines connected in a particular configuration. Customers do not require any approval/permission from DoT for availing the facility of leased lines through licensed telecom operators.

**CENTREX OPERATIONAL SHEET**

| <b>Feature</b>                          | <b>Access code</b> | <b>Dialling Procedure</b>  |
|---|--------------------|--|
| Intercom                                | XXXX               | Just Dial the number of the Extension  |
| DID                                     | XXXXXXXX           | From outside the Centrex   |
| Access to PSTN                          | 0                  | To get outside position, if available  |
| Access to Operator                      | 9                  | To get operator position, if available   |
| Dynamic Lock(Code Registrn.)            | * 23               | * 23 * 0000 ABCD #   |
| Dynamic Lock(Usage)                     | * 24               | * 24 * ABCD S # where S ='0' for all types of calls, S = 1 for local calls only. |
| Diversion ( Un Conditional)             | * 14               | * 14 * XXXX # for intercom   |
| Cancellation of Unconditional Diversion | * 15 #             | * 15 #   |
| Activation of Diversion-Busy            | * 30 *             | * 30 * XXXX # for intercom<br>* 30 * 0XXXXXXXX # for outside call.               |
| Cancellation of Diversion-Busy          | * 31 #             |  |
| Activation of Diversion-No Reply        | * 32               | * 32 * XXXX # for intercom<br>* 32 * 0XXXXXXXX # for outside call.               |
| Cancellation of Diversion-No Reply      | * 33 #             | * 33 #   |
| Morning Alarm Registration              | * 16               | * 16 * hh mm #   |
| Morning Alarm Cancellation              | * 17 #             | * 17 #   |
| Direct call pick up                     | * 20               | * 20 XXXX, where XXXX is the ringing extension number                            |
| Group Call Pick Up                      | * 20               |  |
| For VMS systems Busy Call Diversion     | * 30               | * 30 * 09353 XXXXXXXX # where "XXXXXXXX" is your tele. Number.                   |
| Cancellation                            | * 31 #             | * 31 #   |
| NR CII to VMS                           | * 32               | * 32 * 0953 XXXXXXXX #   |
| Cancellation                            | * 33 #             |  |
| Retrieval of VM Message                 | 9353               | 09353 from Centrex numbers 9353 from any out side number.                        |

**Centrex Tariff Charges & other Conditions:**

The following conditions are prescribed for the provision of Centrex facility:

- (i) The registration amount, initial deposit, monthly rental, installation charges, etc for DELs under Centrex shall be same as normal DEL.
- (ii) All intra Centrex calls shall be free
- (iii) The monthly plan charges shall be levied on each DELs covered under Centrex as under:

| Number of DELs in Centrex | Fixed Monthly Centrex Plan charges |
|---------------------------|------------------------------------|
| 2                         | 50 per DEL                         |
| 3                         | 75 per DEL                         |
| 4 & above                 | 100 per DEL                        |

(iv) The free monthly call shall be allowed on the DELs covered under the Centrex.

(v) There is no upper limit on the number of members in the Centrex group.

(vi) The option of consolidated billing, payment and discount, under the "Corporate Account Holders scheme" where applicable, may be provided to the groups or organizations covered under the Centrex.

However, the condition of combined billing for all the DELs covered therein shall be mandatory. In other words, wherever technically feasible to generate single/consolidated billing/payment the Centrex feature shall be offered, otherwise it will not be provided. However, existing Centrex groups may continue even without consolidated billing/payment.

(vii) The DELs belonging to public services like, call centers, enquiry numbers, ISP Dial in numbers, paging service numbers, etc., besides franchises, PCO holders shall not be part of the Centrex group.

## CENTREX FACILITY FOR CIC/CORPORATE CUSTOMERS

### A. Centrex Facility in the BSNL network for CIC/Corporate Customers:

#### Tariff Details:

|                           | Fixed Monthly Charges (Rental & Plan Charges) |                     |          |
|---------------------------|---|---------------------|----------|
|                           | Upto Rs.200< Rs.500                           | > Rs.200 & < Rs.500 | > Rs.500 |
| Size of the Centrex Group | Centrex Charges per DEL per month (In Rs.)    |                     |          |
| 5-15                      | 75  | 60                  | 0        |
| 16-50                     | 60  | 40                  | 0        |
| 51-100                    | 40  | 25                  | 0        |
| 101-500                   | 25  | 0                   | 0        |
| >500                      | 0   | 0                   | 0        |

#### NOTE:

(i) The above Centrex charges will not be levied for CIC/Corporate customer whose annual revenue is more than Rs. 4 lakhs with combined billing wherever technical feasible.

(ii) Centrex facility may also be allowed to the trade related groups, which are identified/authorized by respective associations like medicine, hardware, sanitary, doctors, lawyers and general store etc. within SDCA after charging of above mentioned Centrex charges

#### B. Rent free incoming connection:

Rent free connection for corporate customers, housing societies multistory complex etc. may also be provided for the use of incoming calls and making calls to other Centrex numbers subject to the fulfillment of following conditions

| Size of Centrex Group                | Rent free incoming connection             |
|--------------------------------------|---|
| 15-25                                | 01  |
| 26-50                                | 02  |
| 51-100                               | 03  |
| For every additional 100 connections | 1 additional connection in addition above |

### C. Other terms & conditions:

- (i) The security deposit, fixed monthly charges, installation charges, free calls etc. shall be same as applicable to normal DEL.
- (ii) All intra Centrex call shall be free
- (iii) The DELs belonging to public services like call centers, enquiry numbers, ISP dial in numbers, PCO holders etc. shall not part of Centrex group

**Conclusion :** It is central office based communication service, which integrates all your multi located telephone lines (Existing and New) into a single highly functional communication group with more distinctive features without any additional equipment (like EPABX) at your premises. Highly cost effective, Free Intra Centrex calls, No worry to select innovative (PBXs) equipment, No risk of obsolescence of technology, No requirement of power supply, No need to waste valuable floor space, No annual maintenance charges, totally flexible are some of the salient features of Centrex facility.

### Review Questions

1. What is Centrex ?
2. For internal digits between two subscriber what are the digit length?
3. For dialing out of centrex one has to dial \_\_\_\_\_ ?
4. What is Group call pickup?
5. Why Centrex is preferred over EPABX?
6. All Intra centrex calls shall be free ? ( True/ false)
7. CLIP is not one of the salient feature of Centrex subscriber ( T/F)
8. Fixed monthly charge for 2 DEL in Centrex are Rs 50 per DEL ?( T/F)
9. Fixed monthly charge for 3 DEL in Centrex are Rs 75 per DEL ?( T/F)
10. Fixed monthly charge for 4and above DEL in Centrex are Rs 100 per DEL ?( T/F)

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