

Commonwealth Office of Technology

Rated Service Description

Local Service

VC10 Monthly, per line

The VC10 rate applies only to voice services provided via a Centrex phone circuit.

Centrex lines are "normal" telephone lines which typically offer extended services like: Three-way calling for conference calls, call transfer to any telephone number, Caller ID (for a fee), Number Hunt, Voice mail (for a fee).

Centrex services are available in Ashland, Bowling Green, Covington, Danville, E-town, Frankfort, Hazard, Hopkinsville, Lexington, Louisville, London, Madisonville, Owensboro, Paducah, Paintsville, Pikeville, Prestonsburg, Somerset, Winchester.

Many State office locations don't want to purchase and manage their own telephone system due to the capital investment, technical requirements, &/or time limitations. Three Kentucky local telephone companies offer PBX-like services to Kentucky State Government office locations, without requiring purchase of a telephone system. This is typically called "Centrex" service within the industry. Since local dial tone in the U.S. and Canada is already very inexpensive, Centrex is a very cost effective way to get the features of a PBX without having to buy a PBX.

Having agency staff located in a Centrex city does not automatically mean they are serviced by Centrex. COT can provide this information upon request by contacting the Commonwealth Service Desk.

VC10 Includes the following **HARDWARE**

NONE

VC10 Includes the following **SOFTWARE**

NONE

VC10 Includes the following **SERVICES**

A single Centrex line, at a location being served by Centrex services, within one of the Centrex cities
911 access

Dial tone with in/out calling capability

COT pays the Centrex bills from the Telcos and recovers the cost from agencies via the VC10 rate.

Centrex Benefits:

Continuous monitoring of the Operating System

No initial capital investment required for a telephone system, ability to transfer calls, ability to grow or shrink your office as needed, and service guaranteed by your local phone company. Can transfer calls to offsite workers with agency approval.

VC10 To Initiate Service or Report a Problem with this service

Please contact the Commonwealth Service Desk:

· 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434

· Via e-mail CommonwealthServiceDesk@ky.gov

Agency will need to provide a valid billing number to the Service Desk when requesting this service. Requests must come from an authorized agency telephone coordinator.

VC10 Additional Service Clarifications

NONE