

Commonwealth Office of Technology

Rated Service Description

Long Distance

VC50 Per minute used

Long Distance services consumed by a Centrex subscriber

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.

VC50 Includes the following **HARDWARE**

NONE

VC50 Includes the following **SOFTWARE**

NONE

VC50 Includes the following **SERVICES**

COT pays all bills associated with this service and recovers costs from the VC50 rate.

VC50 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.

VC50 Additional Service Clarifications

Long Distance service is available on all Centrex and PRI lines.

Long distance charges will be billed in 1 minute increments. Any time over each minute will be billed at the next minute rate. For example, a call that is 65 seconds long will be charged as 2 minutes.