

# Selecting Products and Services for E-Rate

**NOTE:** Inclusion in this list does NOT mean that the product or service is covered by E-Rate. The FCC may change the services and connections covered by E-Rate. Please refer to the Fund's official list, located on the Schools and Libraries Corporation (SLC) web site at [www.slcfund.org](http://www.slcfund.org) before submitting application forms to the SLC. Another source for information is the NECA web site at [www.neca.org/funds](http://www.neca.org/funds)

It's never been easier to get your school's and library's telecommunications products and services funded. From getting classrooms on line to designing cyber classes using distance learning, your school, district, or library can use E-Rate funding to provide students and the community with the keys to the future.

Before you can write your Request for Proposal, you have to decide what products and services to request. We've included these two sections to help you understand and select the right ones for your needs and goals:

- ***What products and services does Pacific Bell offer educators and librarians?*** This comprehensive list explains Pacific Bell products and services and how you can use them. You may be surprised at the depth and breadth of educational applications the “good old phone company” can offer you.
- ***What products and services are right for your school or library?*** To help you decide whether a product or service is right for your school or library, we've included detailed descriptions of some products and services commonly selected by educators and librarians. We tell you everything from what technology is used to how it is installed.

## What products and services does Pacific Bell offer educators and librarians?

Almost every Pacific Bell product and service is listed and described below.

***Advanced Digital Network (ADN)***—Pacific Bell's ADN is a synchronous, four-wire, end-to-end digital, private line transport service with point-to-point (linking two schools or libraries) and multi-point (linking many schools or libraries) capabilities. ADN is ideal for schools or libraries that need fixed-speed data transmissions between schools or schools and administration offices. And, since ADN also offers a flexible Customer Network Reconfiguration (CNR) feature, schools can modify their network design to efficiently match changing telecommunications needs.

***FasTrak<sup>SM</sup> Advanced Video Services (AVS)***—FasTrak<sup>SM</sup> AVS is the umbrella name for a host of advanced videoconferencing services that can help school districts or library systems reduce costs and increase productivity. With Pacific Bell's far-reaching AVS, school districts or library systems can give cost-effective in-service training without expensive travel costs. Many districts also use AVS as a tool for distance learning — reaching the community by providing continuing education classes at remote locations, giving students

## What products and services does Pacific Bell offer educators and librarians? (continued)

access to experts and educators they would otherwise never “meet,” and letting students participate in classes with children from around the globe.

***FasTrak<sup>SM</sup> ATM Cell Relay***—Pacific Bell’s FasTrak<sup>SM</sup> Asynchronous Transfer Mode (ATM) Cell Relay Service is a high-speed, packet-switched transport service. Schools and libraries can use ATM for fast, accurate access to data, to conduct collaborative computing between educators at different institutions, and to present high-resolution videoconferencing programs.

***Business Access Lines***—These let you transmit either voice or data over normal telephone lines. Schools and libraries can use Business Access Lines as a cost-effective way to access the Internet and other on-line services as well as send and receive fax and e-mail documents.

***Calling Cards***—Pacific Bell offers many convenient calling cards that help school districts and library systems control long-distance expenses and still let traveling staff and administrators stay in touch. And with prepaid phone cards, schools and libraries can provide personnel with cards that act as a debit card—in virtually any amount—for local and long-distance calls.

***Calling Plans – Business***—Pacific Bell’s optional Business Calling Plans offer school districts or library systems

a cost-effective telephone service. We offer a variety of calling plans that let schools or libraries save on their long-distance calling, which helps control tight school or library budgets.

***Carrier Network Interconnection (CNI)***—Pacific Bell offers a variety of special access private line services that send and receive information in a digital format. CNI is useful for districts that must have cost-effective digital transmission or a diverse network that can function in emergency situations.

***CD Bill***—School districts and library systems can receive monthly bills on CD ROM, a convenient way to manage high-volume phone bills. CD Bill also maintains a self-contained archive of phone bills and makes billing information easy to download into a spreadsheet or database software package.

***Centrex ISDN***—FasTrak<sup>SM</sup> Centrex ISDN (Integrated Services Digital Network) combines the power of ISDN with the flexibility and convenience of Centrex service. ISDN lets schools and libraries use their phones to simultaneously transmit voice, data, and fax information. Centrex is Pacific Bell’s central office-based switching system that offers the features of a PBX system—and more. Centrex is maintained around the clock by our experienced technicians and continually upgraded with the latest features. Best of all, your school can use the flexibility of Centrex to grow and

## What products and services does Pacific Bell offer educators and librarians? (continued)

modify your communications system as your campus changes. The combination of ISDN and Centrex offers school districts and library systems a powerful, advanced communications system without the risk of investing in a system soon to be obsolete.

***Centrex Management Services (CMS)***—Schools or libraries with Centrex service can use CMS to control and rearrange telephone numbers within their Centrex Group. You can modify features, delete stations, and run complex reports on demand. School districts or library systems can use the convenience and flexibility of CMS to take control of their Centrex communications systems.

***Custom Billing Disk***—Receive up to 500 pages of telephone billing information on a single 3.5 inch diskette with Custom Billing Disk. This convenient program gives your district all the information that normally appears on your bill, but saves you the time-consuming step of re-entering data into the school's computers. The Custom Billing Disk also contains software that helps you analyze and archive the information into a useful form.

***Direct Discounts***—Receive an automatic 20 percent discount on direct-dialed local toll calls that exceed \$15 a month, including Pacific Bell Calling Card calls (the discount does not apply to the first \$15 billed). Direct Discounts could benefit smaller schools or libraries that

have less than \$50 of direct-billed local toll calls. Not only does Direct Discount save schools and libraries money, but it requires no subscription to start service and has no fees.

***Directory - Pacific Bell SMART Yellow Pages***—Directory Yellow Pages provide a powerful advertising medium that has long been recognized as an important asset in the business community. Schools that conduct special community-based educational programs also can benefit from advertising such programs in Directory Yellow Pages. Since Yellow Pages are distributed throughout the community, continuing education or other outreach programs are more accessible. And since the advertising remains current and available throughout the year, the Directory Yellow Pages is a very cost-effective advertising medium.

***Express Call Completion (ECC)***—Schools and libraries that access Pacific Bell Directory Assistance have the opportunity to be automatically connected to the requested telephone number through ECC. After requesting an intraLATA telephone number, callers will hear a mechanized announcement quoting the desired number, followed by an offer to connect the caller to that number for an additional charge. Callers simply accept the call completion offer by pressing "1" on their touch-tone keypad or saying "Yes" when prompted.

## What products and services does Pacific Bell offer educators and librarians? (continued)

ECC can be a benefit to physically-challenged faculty and staff by giving them a fast, easy way to complete intraLATA calls by simplifying the dialing process.

***FasTrak<sup>SM</sup> View***—View is an electronic system that distributes timely product information and maintenance schedules and provides a two-way communications channel. School districts and library systems with advanced telecommunications applications such as ATM, SMDS, and FRS will find that View provides fast, convenient access to important tools for managing and maintaining their network systems.

***Custom Calling Services-Business***—Schools and libraries can take advantage of the power of their telephone systems with Pacific Bell's Custom Calling Service, a suite of advanced communications services that turn a regular telephone into a sophisticated communications system. Faculty and staff cannot only answer and forward calls under a variety of circumstances but also perform of other functions customized to their specific needs.

***Custom Virtual Network***—School districts can take advantage of a convenient, cost-effective way to dial remote school sites or other districts anywhere in California. By creating a Custom Dialing Plan, you can choose the carriers and routing that are most

cost-effective and efficient. And since you use an abbreviated dialing scheme, it's like having your own private network for your most often called locations.

***Customer Network Reconfiguration (CNR)***—Your school or library can instantly reconfigure its communications networks at a moment's notice without placing a service order. Staff members can make the changes themselves from a PC or workstation in the school or library office. CNR benefits libraries and schools by letting them modify call routing to better balance calling loads. Best of all, with CNR, schools and libraries can route around telephone outages that might otherwise isolate them from the community.

***Customer Owned Pay Telephones (COPT)***—Pacific Bell provides a variety of Customer Owned Pay Telephone options. The most important reason to have COPT on school property is for safety. Students can access a phone for help immediately, without relying on other students or trying to get to the office. Pacific Bell's COPT also offers features to control long-distance use.

***Deaf and Disabled Services***—Pacific Bell offers a host of special features and services for students with special needs that will enable them to communicate more effectively. By helping

## What products and services does Pacific Bell offer educators and librarians? (continued)

students overcome their limitations, you enable them to focus fully on their studies, and by helping facilitate better communications between special needs students and the general student population, you open the door for learning on both sides.

***Digital Data Over Voice (DDOV)***—This advanced access service allows simultaneous transmission of digital data at lower speeds, along with conversations over the same two wires. In essence, the circuit combines analog (voice) and data (digital) traffic along the same path. DDOV is an excellent option for school districts and library systems that may have limited resources and need communications links that can handle both voice service and error-free data transmission. For example, you could use it to transfer administrative reports or monitor heating and cooling equipment.

***Digital Data Service (DDS)***—If your school or library requires a private line digital network because of high volume or frequent data needs, DDS from Pacific Bell may be the perfect solution. DDS is a point-to-point, four-wire, full duplex, digital private-line network service that transmits data at fixed speeds of up to 56 Kbps. DDS is an excellent choice for interactive and on-line data transfers and batch data file transfers. And at the high end, DDS is an excel-

lent choice for videoconferencing applications, which many schools and libraries use for in-service meetings, distance learning classes, and community outreach programs.

***DSL - FasTrak<sup>SM</sup>***—FasTrak<sup>SM</sup> DSL provides a dedicated digital circuit from any selected school district location to the local Pacific Bell central office, using normal, copper telephone lines. DSL also provides a separate channel for voice phone conversations, which means voice calls can be conducted at the same time high-speed data is flowing across the line. DSL is excellent for districts that need to transmit large volumes of data, but can't be slowed down by call set-up or busy signals.

***FasTrak<sup>SM</sup> Business ISDN***—FasTrak<sup>SM</sup> Business ISDN optimizes a single phone line, allowing schools and libraries to connect simultaneously to a telephone, fax, computer, or any combination of these devices. FasTrak<sup>SM</sup> Business ISDN provides switched (dialable) access and up to 144 Kbps bandwidth capacity, without the need for dedicated lines. School districts and library systems will find ISDN an ideal way to combine a broad range of communications applications economically and effectively, with the improved transmission quality associated with digital service. Not only can your school or library transmit data, but you can also use ISDN for any number of innovative videoconferencing uses.

What products and services does Pacific Bell offer educators and librarians? (continued)

***Fiber Advantage - FasTrak<sup>SM</sup>***—

FasTrak<sup>SM</sup> Fiber Advantage provides special term rates and service guarantees for full duplex, point-to-point digital service using fiber optic facilities. Fiber optics are hair-thin glass fibers that transmit large volumes of information with powerful pulses of laser light. This service operates at DS-1 (1.544 Mbps) and DS-3 (45 Mbps) capacities. School districts and library systems with extensive needs for advanced, point-to-point communications services—such as data transmission and videoconferencing services—could benefit from the special pricing and features Fiber Advantage offers.

***Flexible DS-1 (HiCap)***—Flexible High Capacity channel mileage service is an optional feature of High Capacity Digital Service, a point-to-point dedicated, digital, private line service. School districts and library systems can take advantage of Flexible DS-1 to provide LAN/WAN interconnection, bulk file transfer between school or library locations, and videoconferencing. When used in conjunction with ADN, it can also give schools and libraries the ability to reconfigure their network and provide disaster recovery.

***Frame Relay Service - FasTrak<sup>SM</sup>***—Pacific Bell's Frame Relay technology allows data to be transmitted in variable length frames over permanent virtual circuits. Frame Relay is usually more cost-effective than private line service

for networks with three or more locations. With Frame Relay Service, school districts and library systems that have regular need of data transfer applications can benefit from predictable, fixed monthly network costs and more reliable data service. Some typical applications include LAN interconnection, e-mail transmission, and data file transfer.

***HiCap (DS-1) - FasTrak<sup>SM</sup>***—High Capacity Digital Service is a digital, private line, point-to-point service that provides full duplex, four-wire service at a speed of 1.544 Mbps. HiCap is an excellent choice for school districts and library systems that need dedicated data services, LAN/WAN interconnection, bulk file transfers, and videoconferencing applications.

***Inside Wire (IW)***—Wiring inside your facilities often changes because schools and libraries buildings are constantly changing and technology is evolving. Normally, inside wiring is the responsibility of the school district or library system, since it's beyond the demarcation point (where the telephone company's responsibility ends). However, Pacific Bell offers the expertise of trained, experienced technicians whom you can count on to handle all your wiring needs quickly and efficiently.

## What products and services does Pacific Bell offer educators and librarians? (continued)

***LockOn***—Pacific Bell LockOn protects you against telephone toll fraud. When the security of one California school district's telecommunications system was compromised, the result was a staggering \$100,000 loss in only 30 days. With LockOn service, free to all Pacific Bell customers, schools and libraries can protect their communications against long distance, calling card, and cellular fraud. Our experts provide guidance on prevention, detection, intervention, and prosecution in cases of toll fraud.

***Managed Frame Service***—Frame Relay provides the benefits of private lines—control, reliability, and security—and the added enhancements of flexibility, scalability, and the ability to support multiple connections to different locations over a single physical access line. Managed service for Frame Relay helps simplify the many complexities associated with installing, maintaining, and monitoring the growing number of features and options Frame Relay provides. Managed Service from Pacific Bell helps school districts and library systems that rely on Frame Relay operate more efficiently and cost-effectively.

***Pacific Bell Network Integration***—Pacific Bell offers solutions designed for today's educational needs, whether that means migrating technologies, optimizing or extending existing capabilities, or augmenting a school district's internal

network management resources. Our experienced, highly trained network integration technicians provide a broad range of services, from professional consulting services, to network management services, to internetworking equipment and installation.

***Pacific Bell Service Manager***—Service Manager provides electronic access for schools through a single gateway to selected Pacific Bell Internal Operating Support Systems and Network Management Systems. Service Manager is an on-line service that links school computers to Pacific Bell and lets you input service orders and requests electronically, view termination point information, and report trouble electronically to the maintenance center. You can even check the status of your report. If your district uses Centrex service, you can move, rearrange, or add lines, as well as go on line to monitor the status of your requests. Service Manager also provides up to 45 days of historical data on your trouble reports.

***Quickservice***—Pacific Bell Quickservice is a self-service, automated system that small schools and libraries can use to get more from Pacific Bell service—check account balances, get the date and amount of the last bill, make payment arrangements, and obtain copies of bills. Your school can use Quickservice to add or remove many of Pacific Bell's Custom Calling Services and keep informed about discounts on Pacific Bell services.

## What products and services does Pacific Bell offer educators and librarians? (continued)

**Remote Call Forwarding (RCF)**—Pacific Bell Remote Call Forwarding automatically forwards calls from an old number to a new one. Old numbers can be kept active for months or even years. Your school or library could find RCF valuable if you have to change a number that the community, students, or parents are used to calling.

**Saver Packs**—Pacific Bell groups a number of its services into Saver Packs that are offered at a discount off the price of each service purchased separately. For example, school districts and library systems that rely on Custom Calling Services could benefit from the Classic Saver Pack that includes two features and the Pacific Bell Calling Card. Caller ID is also an available feature on some Saver Packs.

**SMDS-FasTrak<sup>SM</sup>**—FasTrak<sup>SM</sup> Switched Multimegabit Data Service (SMDS) is a flexible network that can be reconfigured to meet changing needs and evolving technologies. SMDS is ideal for implementing high-speed applications for school districts and library systems that have multiple, geographically dispersed locations, the need to multicast real-time information, and high-performance applications based on separate LANs at different locations. If your school or library has Internet access, videoconferencing, or collaboratively published documents, for example, you will benefit from SMDS.

**SONET Service-FasTrak<sup>SM</sup>**—Synchronized Optical Network, or SONET, is a set of standards defining a “big pipe”—a fiber optic technology that can transmit information from 50 Mbps to 10 Gbps. SONET is best known for its self-healing architecture, which provides an unprecedented degree of reliability and survivability. SONET Service is ideal for larger school districts and library systems that have advanced telecommunications applications, such as LAN interconnection; real-time, remote, shared modification of complex documents; videoconferencing; distance learning; and high-resolution imaging.

**Spanish Bilingual Bill**—Pacific Bell produces a bilingual bill for those customers who feel more comfortable reading Spanish. Schools in predominantly Spanish-speaking areas or bilingual staff members may benefit from this option.

**Summary Billing**—With summary billing, school districts and library systems can combine all their Northern or Southern California Pacific Bell accounts on one easy-to-read billing statement. This option gives schools and libraries an easy way to compare and contrast charges for all locations.

**SuperTrunk**—SuperTrunk is the newest high-capacity trunk for PBXs or similar equipment, providing increments of 24 exchange channels

## What products and services does Pacific Bell offer educators and librarians? (continued)

via HiCap delivery. With SuperTrunk, school districts can have access to the most popular features of Centrex, Primary Rate Interface (PRI), and Direct Inward Dialing (DID). It is cost-effective, since it lets schools process more calls on fewer trunks. It also provides disaster and toll fraud recovery capabilities that can keep you operating and save money.

**Telecommuting**—There are times when students are confined to home or a hospital for extended periods. Telecommuting, often called distance or remote learning in this context, may be a convenient way to keep such students involved in the education process. Telecommuting links students to teachers and classes so they can continue to share in class activities and not fall behind while they are away from school. Telecommuting can be as simple as a conference link between sites, computer access through the Internet, or videoconferencing.

**Third Party Billing**—Third Party Billing consists of a variety of service options that will rate, process, bill, and collect from those who use a telecommunications service. If your school district participates in community-based programs that incur separate telephone bills, you could benefit from this convenient service.

**Toll-Free Services (800 and 888)**—Pacific Bell's Custom 8 Toll-Free Services lets people in the community call you at no cost to them. And, since you decide who has access to your number from locations you choose, you have complete control over billing costs. Schools and libraries that have special community-based continuing education programs, for example, could benefit from Custom 8 by making it easier for prospective students to register.

**Training Services**—Pacific Bell offers a wide range of training classes, conducted by certified training professionals, that can help school district faculty and staff become more proficient in a number of important areas. For example, we offer classes in computer skills, health and safety (such as defensive driving and CPR/First Aid), management skills, software engineering, telecommunications technology, and trainer development.

**Value Promise Plus Calling Plans**—The Pacific Bell Value Promise<sup>SM</sup> Plan provides immediate, comprehensive billing information, and even provides discounts to inbound and outbound calls on all school lines in all locations. It provides such features as one-second incremental billing and a free summary billing on a single bill. School districts that experience a wide range of telephone calling types could benefit from the Promise Plan.

What products and services does Pacific Bell offer educators and librarians? (continued)

**VG36 (formerly 3002 Analog Private Line service)**—VG36 services provide voice-grade service to transmit analog signals in either point-to-point or multi-point configurations. VG36 is exclusively an intraLATA service and typically is used for interactive/on-line data transfer. Schools and libraries with modems from 1200 Bps to 33.6 Kbps can use VG36 for their transmission needs.

**Voice Grade Service (VGS)**—Often referred to as Voice Grade Channel, VGS is a dedicated analog circuit (two- or four-wire) that can be used for voice or data transmission. It can send analog data at speeds up to 9.6 Kbps, and it can be used alone or with other voice and data transport services. School districts that have PBX tie-lines can use VGS for faxes and as a backup service for digital data transmission facilities.

**Voice Mail**—No one can afford to remain out of touch any more—and answering machines are just too limiting these days. Voice mail offers greater flexibility and access to a host of features that let you manage your incoming calls more effectively. With Pacific Bell's Voice Mail, schools can remain accessible after school hours for calls from parents or students. Teachers can use voice mail to leave information about school schedules, tests, and homework as well as receive information from students, parents, and other faculty members.

Some schools even take the innovative step of offering Voice Mailboxes to students.

**Wireline/Wireless Integration**—Wireline/Wireless Integration offers wireless users flexibility and economy with mobility across environments, including cellular, PCS, and wireline. Customers have increased ability to access their telecommunications services on any terminal, in any location—and the network finds them as they move. By registering with a Personal Identification Number (PIN), customers can simply route their service through any wireline phone. This feature benefits not only school administration staff who may have wireless telephones, but those schools that use wireless phones extensively in the school environment to expand connectivity far beyond the limited telephone access available to teachers in the teacher's lounge or office.

**Wireless Centrex**—Wireless Centrex combines your existing Pacific Bell Centrex service with Ericsson's Freeset Business Wireless Telephone system to create a private wireless system for your school district. The only major difference is that you don't incur cellular airtime charges—you pay as if you were just using your Centrex line. Wireless Centrex provides the kind of high-quality communications you demand—digital radio technology, superior reception and speech quality, security and privacy, freedom to roam throughout your district, and full Centrex features.

## What products and services are right for your school or library?

**Switch** - A device that opens or closes circuits or selects the path or circuits to be used for transmitting information. To perform this action, a switch may employ analog electronic (mechanical) or digital (electronic) technology.

**PBX** - A communications switch maintained on a customer's premises. A PBX connects telephones (and related equipment) to local telephone company lines and switches internal calls within the customer's telephone system.

In the following pages, you'll find in-depth descriptions of these products and services that have proven useful to educators and librarians:

- Centrex
- T-1
- Frame Relay
- Videoconferencing

In friendly, easy-to-understand terms, we discuss all aspects of the product or service:

- ***Learning about the product or service***
  - How will you benefit from the product or service?
  - How are other educators and librarians using the product or service?
- ***Choosing the product or service for your school or library***
  - Is the product or service right for your school or library?
  - What are the costs?
  - What are the requirements for the product or service?
  - How is the product or service implemented?

On the *E-Rate Disk*, you'll find ***RFP Questions by Product***, which you can use for obtaining these popular products and services through an RFP.

## Learning about Centrex

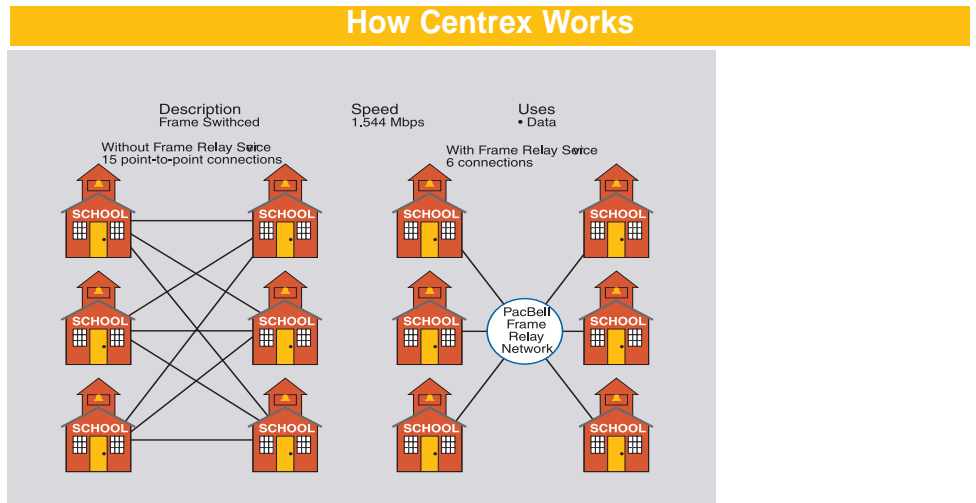
When telephones serve as many people and purposes as they do in a school or library, a telecommunications system makes it easier to manage communication. A telecommunications system offers advanced features and options that schools can really use, such as call forwarding, voice mail, broadcast messages, and data transfer. Some schools or libraries choose to buy their own equipment and set up their own mini version of such a system—a Private Branch Exchange (PBX). Of course, they need someone knowledgeable to manage, maintain, and repair this system.

Other schools and libraries like the idea of "flipping a switch" for the latest telecommunication system, so they purchase Centrex from Pacific Bell.

## Learning about Centrex (continued)

With Centrex, schools or libraries do not purchase or maintain equipment on their premises. Pacific Bell is responsible for maintaining the telecommunication switch, offering system features, upgrading the software, and meeting staffing requirements.

Centrex offers user-friendly features and free use within the area served by that central office (CO). This means that schools and district offices within the same CO territory can use their phone service and some data services for no additional charge.



Centrex delivers a full-service telecommunications system from a Pacific Bell central office over dedicated lines to your premises. Switching equipment at the central office routes your calls and provides the intelligent capabilities available on the phone sets at your locations. This diagram shows how Centrex works.

The distributing frame, switching module processing unit, switch, and control systems bring the broad scope of call handling abilities to your Centrex service. Since these features are based in Pacific Bell's central office, we continually update them to provide leading edge technology.

## Learning about Centrex (continued)

### Centrex

Centrex has low operating costs. Because it is central office-based, Centrex:

- Works with the touch-tone phones you already have.
- Requires less investment in training, troubleshooting, spare parts, floor space, and uninterruptible power supplies.
- Reduces or eliminates insurance costs, repair charges, and costs for environmental controls.

## How will you benefit from Centrex?

**Centrex is economical.** Centrex is a good match for schools and libraries keeping a keen eye on budgets and funding. When your district office and schools use the same CO for phone and data services, your usage is free.

In addition, your initial capital expenditure is very affordable, and all costs are up front. You subscribe to Centrex rather than buy or lease a switch or a PBX. You don't have a major investment in new equipment or long-term contracts.

**Centrex is reliable.** Centrex equipment resides in well-maintained Pacific Bell facilities, where technicians are available 24x7. Switches include built-in redundancy and battery backup. These factors—combined with on-site test equipment—result in Centrex's low risk of system outage. Centrex offers availability 99.999 percent of the time and has an average downtime of just 72 minutes a year. Our average repair time is 7.44 minutes. Any outages, particularly those resulting from natural disasters, receive the highest priority repair response.

In addition to savings and reliability,

Centrex offers these advantages:

- **Operational transparency.** Centrex gives you the option of adding identical telephone features and services to remote locations.
- **System flexibility.** You can expand and contract the system one line at a time. You pay only for the lines you need and avoid the unnecessary expense of unused capacity and equipment.
- **ISDN ties.** You have access to the advantages inherent in the central office network, including:
  - **Enhanced intelligence** in central office switches
  - **Simple migration to ISDN** and other state-of-the-art technologies
- **New features and services** on a trial basis. We regularly update our COs to support new features and services and make these new capabilities available to Centrex subscribers.

## Learning about Centrex (continued)

### How are other educators and librarians using Centrex?

Centrex seamlessly links schools, support facilities, classes, libraries, databases, and research networks into one common telecommunications system that does the following:

- Routes internal calls from one extension to another.
- Routes incoming phone calls directly to the appropriate extension.
- Handles direct dialing of outbound calls.
- Transfers data at speeds as high as 28.8 Kbps.
- Allows you access to technological upgrades of the infrastructure and of Centrex features.
- Enhances communications between facilities, students, and parents.
- Connects schools and libraries to each other and to the district office.

The simplicity of using Centrex lends itself to schools and libraries with limited telecommunications resources. Centrex is ideal for a multi-location arrangement, and it will work with your current wiring and telephone sets. Centrex places no limits on the number of locations your system can support and will serve as an avenue to advanced technologies, such as Centrex ISDN.

### Choosing Centrex for your school or library

#### *Is Centrex right for your school or library?*

Ask yourself these questions to determine if Centrex is right for you:

- Do you have touch-tone service?
- Is your current telephone system efficient and cost-effective?
- Which areas of the current telephone system need improvement?
- What Centrex features do you need?
- How will these features improve district-wide communications?
- What are the costs?

When you order Centrex, you are billed these charges:

- Basic monthly line charge
- Service establishment charge (one-time only)
- Installation charge (one-time only)

## Learning about Centrex (continued)

Basic monthly service  
includes a number of  
features

Feature	Description
Call Transfer	Transfers calls, even cellular calls, to another line either inside or outside your Centrex system.
Direct Inward and Outward Dialing	Allows you to control whether incoming or outgoing calls are routed directly or through an attendant.
Hunting	Automatically sends an incoming call from a busy line to the next designated line.
Line Restriction	Limits phone access on selected lines, so that only authorized numbers or regions can be called.
Station Line Identification	Provides a detailed record of calls made by each Centrex station—including start time, duration, and toll-call numbers.
Station-to-Station Dialing	Allows station users to intercom between stations by using abbreviated dialing. Intercom calls between stations don't incur message units, even if the other station is in another location.
Three-Way Calling	Turns a two-way call into a mini-conference. Add a third person to your call at any time by pressing a few buttons.