

Meridian Digital Centrex

Overview

GTA is an authorized reseller of Nortel Networks' Centrex solutions. Centrex features via the Public Switch Telephone Network allow GTA customers the opportunity to tailor their telephone system to meet their changing needs. This arrangement is particularly desirable for businesses that require two lines or more.

Using Centrex solutions, you get the power, performance, and reliability you need for day-to-day business operations, along with the flexibility your long-term business strategy demands. Centrex lets you order and pay for additional capacity when you need it – critical for growing companies and those with seasonal or temporary demands. Additionally, Centrex offers unprecedented networking capabilities. You can easily incorporate remote company locations, telecommuters, and even existing private networks into your Centrex system at any time, without the need for private trunks.

Feature Flexibility

Meridian Digital Centrex offers the flexibility to deploy only the features needed, choosing from among the most advanced services available. Services can be closely tailored to meet the unique needs of business and enterprise customers.

Choice of Terminals

The MDC customer has a choice of telephones and terminal, from basic analog sets to Executive digital terminals.

Minimal Up Front Costs

Centrex does not require a large up front investment in equipment or allocation of valuable floor space to house your system. You can often re-use your existing station sets, important for temporary sites or when cash is tight. Plus, you pay nothing extra for battery back-ups, redundancy, maintenance, insurance, or upgrades.

NORTEL



Expandable For Growth

Centrex service gives you virtually unlimited room for growth. You can add locations, lines, and features to your existing Centrex system based on your business needs - or augment your current arrangement, even if it is CPE-based. And since Centrex service is easy to learn, you don't have to worry about business disruptions while users grow accustomed to the system.

Cutting Edge Technology

With Centrex, your local telephone service provider constantly upgrades your Centrex service at the central office to keep pace with the latest in technology. This guarantees that you are never locked into an obsolete system.

Fault Tolerant

Centrex is engineered as a fully redundant system, following rigorous standards established for the public network. In fact, it uses the same platform that you depend on for 800 service, 911 emergencies, and your residential service. Your local telephone services provider monitors your network 7 days a week, 24 hours a day so that you never worry about system failures. Even during a power outage, Centrex still works, letting you meet commitments to your customers.

Seamless Integration

Centrex service from GTA lets you integrate all your communications services, without hiring a telecommunications manager. With a call to just one vendor, you can resolve billing questions or inquire about your service. Plus, skilled GTA personnel are always available to help you fine-tune your Centrex service to keep producing the business results you need.

Service Plans

GTA understands that different businesses have different requirements. We have designed different Centrex solutions to accommodate all types of businesses. Whether your business is just starting up, is well established, or is a global enterprise, we have a plan for you.

Plans

| Centrex Grade I | Number of Phone Sets | Feature Sets Included | | | |
|------------------|----------------------|-----------------------|----------|-----------|-----------------------|
| | | Basic | Enhanced | Executive | Restriction & Routing |
| Small Standard | 2-15 | * | | | |
| Full Standard | 16-30 | * | | | |
| Premium Standard | 31-70 | * | * | | |
| Centrex Grade II | Number of Phone Sets | Feature Sets Included | | | |
| | | Basic | Enhanced | Executive | Restriction & Routing |
| Standard | 71-100 | * | * | * | |
| Premium | 101-399 | * | * | * | * |
| Deluxe | 400-1000 | * | * | * | * |

Feature Sets

| Station Features | Feature Sets | | | |
|------------------------------|--------------|----------|-----------|-----------------------|
| | Basic | Enhanced | Executive | Restriction & Routing |
| Call Forwarding | * | | | |
| Call Hold | * | | | |
| Call Pickup | * | | | |
| Call Transfer | * | | | |
| Call Waiting | * | | | |
| Directory No. Hunting, Seq. | * | | | |
| Group Intercom | * | | | |
| Last Number Redial | * | | | |
| Multiline Hunting | * | | | |
| Multiple Appearance Dir. No. | * | | | |
| Permanent Hold | * | | | |
| Speed Calling | * | | | |
| Three Way Calling | * | | | |
| Call Park | | * | | |
| Direct Inward System Access | | * | | |
| Directed Call Pick-Up | | * | | |
| Director No. Hunting, Cir. | | * | | |
| Distinctive Ringing | | * | | |
| Distributed Line Hunting | | * | | |
| Do Not Disturb | | * | | |
| Group Intercom With Page | | * | | |
| Hotline Service | | * | | |
| Operational Measurements | | * | | |
| Message Waiting | | * | | |
| Off-Hook Queuing | | * | | |
| Call Back Queuing | | | * | |
| Call Waiting, Originating | | | * | |
| Dial Call Waiting | | | * | |
| Directed Call Park | | | * | |
| Executive Busy Override | | | * | |
| Meet-Me Conference | | | * | |
| Ring Again | | | * | |
| Automatic Route Selection | | | | * |
| Code Restrictions | | | | * |
| Time of Day Routing | | | | * |

Call Center Features

If your business requires a call center, you can use Centrex solutions to customize your network to meet your business's unique requirements. Centrex call center features include:

- Agent Login/Logout
- Call Supervisor Key
- Emergency Key
- Headset Operation
- In-Calls Key (ACD Set)
- Make Set Busy
- Not Ready Key
- Answer Agent Key
- Display Queue Status Key
- Multiple ACD Directory Numbers
- Agent Status Lamps
- Observe Agent Key
- Queue Status Lamps
- Automatic Overflow
- Call Transfer
- Incoming Call Queue
- Night Treatment
- Ring Threshold
- Music on Delay
- Night Service



Our expert consultants will work with your IT department to understand your telecommunications requirements and help select the right Centrex solution for you. Understanding the various configuration requirements for a telephone switch can be complex. GTA consultants are available to help you determine:

- If Centrex is the solution for you
- Centrex configurations and features options
- Station and line requirements
- Capacity planning for future growth
- Inside wiring requirements
- Call center management features options
- Infrastructure feature dependencies
- Pricing Information

GTA will install your Centrex equipment, configure it, and train your staff on its operations. We will continue to support the equipment throughout its lifecycle, and offer you upgrade options as your business grows.

Frequently Asked Questions:

What is Centrex?

Centrex is a telephone solution for businesses that require 2 or more lines.

How do I know I need it?

If you have two or more business lines, and are a growing business, you may be able to save costs by using a Centrex solution. Our expert customer service staff can help you understand if Centrex is the right solution for your business.

How is it implemented?

GTA will work with your information technology department to implement it at your site.

Can I buy it in stages?

Once we implement your Centrex solution, you can upgrade your service at any time.

How much does Centrex cost?

Pricing varies depending on the options you select. Call GTA for more information.

Does my company need a special room or space to house any equipment?

Centrex does not require a large up front investment in equipment or allocation of valuable floor space to house your system. You can often re-use your existing station sets, important for temporary sites or when cash is tight. Plus, you pay nothing extra for battery back-ups, redundancy, maintenance, insurance, or upgrades.

Does GTA provide after-sales product training to clients?

Yes, GTA Business Sales Representatives can provide onsite demonstration on how to use the phone system.

What is the normal maintenance period for phone equipment?

The normal maintenance period for phone equipment is based on the duration of the service agreement. GTA provides free maintenance during the contract period; however, after a contract expires, you can sign a maintenance plan to continue service. If a phone equipment fails after a service agreement expires and no maintenance plan has been requested to cover service, the replacement of phone sets or requests for maintenance service will be at the expense of the customer.

If your question is not listed, please contact our customer support team by email at PRO-One@gta.net or by phone at (671)644-4GTA.
