



May 16, 2016

North Dakota Public Service Commission  
State Capitol  
600 East Boulevard Avenue, Dept 408  
Bismarck, ND 58505-0480

RE: CENTREX SERVICE DISCONTINUED

Effective June 1, 2016, SRT Communications, Inc. ("SRT") will no longer offer Centrex Service to new subscribers. SRT is currently working on a "Hosted Business Service" offering which will be available soon. The business subscribers that are currently using our Centrex Services will not be impacted.

Attached is the revised Centrex Service, Section 10, of our Local Exchange Tariff.

Sincerely

A handwritten signature in black ink, appearing to read "Julie Lizotte".

Julie Lizotte  
Director of Regulatory Affairs  
SRT Communications, Inc.

Enclosure

1 **PU-16-200** Filed: 5/16/2016 Pages: 11  
**Revision to General Exchange Tariff – re Centrex Service**

SRT Communications, Inc.

Julie Lizotte

**CENTREX SERVICE\*****A. General**

1. Centrex Service is a central office communications system provided in association with business services furnished from digital switching equipment located in Company buildings. Centrex is not provided in association with coin telephone service or residential service.
2. Customer premises equipment associated with this service, if provided by the subscriber, must be compatible with the services and equipment provided by the Company.
3. Installation charges and service charges as detailed in Tariff Section 3 will apply. Initial Centrex feature programming, changes and additions will be provided on a time and material basis.
4. Business subscribers utilizing in excess of five hundred (500) centrex lines will be eligible for individual case basis pricing of SRT's Centrex service offering.

**B. Definitions**

1. Attendant Access Line – Permits connection of an attendant position to the serving central office for completion of calls directed to the attendant, extending calls to main lines and attendant assistance.
2. Automatic Call Distribution – A Centrex feature which allows for distribution of incoming calls to a group of answering stations.
3. Automatic Line – Provides an automatic connection between a calling station that goes off-hook and a predetermined location.
4. Automatic Route Selection (ARS) – ARS provides automatic selection of the appropriate WATS, Foreign Exchange (FX), offnet Common Control Switching Agreement (CCSA) route, Other Common Carrier (OCC) access lines (i.e., band or line group) and tie lines within Route Selection Patterns, designated by the subscriber for completion of calls. If all the lines in the initial route selected are busy, the call will advance as determined by the subscriber's preprogrammed choices. The final advance may be made to the Long Distance Message Toll Service (LDMTS) Network or overflow tone if all routes are busy.

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**CENTREX SERVICE\*****B. Definitions (continued)**

5. Call Forwarding – Automatically forwards incoming calls to a predetermined telephone number. Three variations are offered:
  - a. All calls – allows a base station to forward calls to subscriber-defined remote stations inside and outside the subscriber group, including the attendant station.
  - b. Busy – forwards all calls to a predetermined station, when a station assigned as call forward-busy is busy.
  - c. No Answer – forwards an incoming call to a remote station or to the attendant console when the base station does not answer the call.
6. Call Hold – The call hold feature allows a station user to hold one call for an indefinite period of time.
7. Call Park – Allows a station to park a call against its own directory number. The parked call can be retrieved from any station by dialing a feature code and the directory number.
8. Call Pickup – Call pickup permits a station user to answer calls that come into other stations within the same call-pickup group.
9. Call Transfer – Call transfer allows a station user to transfer incoming calls to another station.
10. Call Waiting – Call waiting informs a station user already engaged in a phone call that a second call is waiting.
11. Consultation Hold – This feature enables a station user, while on an established call, to place the original call on hold and consult privately with a third party.
12. Digital Recorded Announcement Message (DRAM) – A device that announces special messages using digital storage technologies. JE Digital encoded information.
13. Directory Listing – Alphabetical White Page Directory Listing for a Centrex line number. There is no charge for nonpublished or nonlist centrex listings.

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**CENTREX SERVICE\***

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**B. Definitions (continued)**

14. Do Not Disturb – Provides the individual station user with the option of making his line busy or unavailable to incoming calls by using the Make Set Busy feature.
15. Enhanced Business Service Package (EBSP) – Enhanced business system software for businesses requiring more than Ten (10) centrex lines.
16. Large Conference – Allows a station or attendant to conference from four to thirty parties.
17. Meet Me Conference – Allows for up to 30 conferences to dial into a predetermined number to establish a conference.
18. Miscellaneous Centrex Line Charge – Monthly lease of line including cable facilities to each customer premise for special user defined access.
19. Preset Conferencing – Provides a conference bridge and directory number for conferees to dial at a specified time to hold a conference.
20. Ring Again – Allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.
21. Rotary Hunting – Allows searching for an idle line within an established hunt group on which to complete an incoming call.
22. Six (6) Port Conference – A conference bridge which connects six (6) station lines together.
23. Small Business Centrex Package (SBCP) – Ten (10) Lines or Less – Centrex for small businesses who need Ten (10) lines or less for their business system. Small business centrex is also known as Multi Variety Pack (MVP).
24. Speed Calling – Allows a user to place calls to a list of frequently dialed numbers by using a speed calling code.
  - a. Short List – consists of a maximum of ten (10) stored numbers. Accessing of the short list is limited to a single user.
  - b. Long List – consists of thirty (30) or fifty (50) stored numbers. The long list can be dedicated to an individual line, in which case, it can only be updated, deleted from, and used by that line.
  - c. Group List – consists of fifty (50) stored number. The group list can be accessed by all members of a customer group; however, only one line, called the controller, can change the contents of the list.

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**B. Definitions (continued)**

25. Centrex Line Charge – Monthly lease of station line including cable facilities to reach the subscriber's premise.
26. Station-to-Station Calling – Allows Centrex subscriber group stations to complete calls to other stations without the assistance of an attendant, by dialing a two through seven digit number.
27. Three Way Conference – Allows a station user to conference two parties.
28. Time of Day Routing – This feature, programmed on the pilot number, allows for cost-effective use of facilities by allowing or denying call routing choices based on the time of day. A maximum of 16 distinct routing patterns can be employed by a single time of day routing scheme. Route choices can also be based on the day of the week or the day of the year to account for routing weekend and holiday traffic.
29. Trunk Equivalency – Trunks will be calculated based upon a 10 loop to one trunk basis. A minimum of one trunk is required.
30. Virtual Software Programming - Subscriber option to purchase numbers of transmission paths desired based upon actual usage. A minimum of one path is required.
31. Minimum Configuration – SBCP or EBSP requires a minimum of one (1) system software program, one (1) virtual software program, one (1) centrex trunk, and five (5) station loops.

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**CENTREX SERVICE\*****C. Rates**

		<u>Monthly Rate</u>	<u>Billing Code</u>
1.	System Software Program		
a.	Enhanced Business Service Package (EBSP) per system over Ten (10) lines EBSP provides console/system features – per system	\$34.95	CExx
b.	Small Business Centrex Package (SBCP) Ten (10) lines or less – per system)	\$18.95	SBCP
2.	Virtual Facility Group – subscriber option to purchase number of transmission paths desired based upon actual usage. A minimum of one (1) trunk is required per subscriber	\$12.75	VFxx
3.	Trunk Rate – provided on a trunk equivalency basis or as an optional service at additional costs provided on a virtual software group basis per trunk (i.e., paging access, music on hold, DISA, and system routing)	\$20.07	CTxx
4.	Centrex Line Charge – one (1) is required for every identifiable Centrex number.		
a.	Centrex Line Charge/per line	\$12.85	CXxx
b.	Miscellaneous Centrex Line Charge/per line Analog extension with cable pair	\$12.85	CMxx

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**CENTREX SERVICE\*****C. Rates, continued**

		Monthly Rate	Billing Code
4.	c. Additional centrex number without cable pair on a digital set	\$12.85	CNxx

Centrex Line Charge volume discounts will be based on the number of Centrex lines. Discounts will apply to the Centrex Line Charge line and EAS Adder rate.

	<u>% Discount</u>
50-99 Lines	10%
100-249 Lines	15%
250-499 Lines	20%
500-699 Lines	30%
700-1199 Lines	40%
1200 or More	50%

**D. Centrex Packages/Rates**

1.	<b>Basic Package</b> – provides the following services per line: Direct Inward Dial Direct Outward Dial Three Way Transfer Toll Restriction	\$1.10	CBxx
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Basic package discounts will be based on the number of Centrex lines:

	<u>% Discount</u>
50-99 Lines	10%
100-249 Lines	15%
250-499 Lines	20%
500-699 Lines	30%
700-1199 Lines	40%
1200 or More	50%

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**CENTREX SERVICE\*****D. Centrex Packages/Rate, continued**

	<u>Monthly Rate</u>	<u>Billing Code</u>
2. a. <b>Plus Package</b> – provides the following services – per line:	\$2.15	CPxx
Caller ID Blocking		Directed Call Pickup
Call Forwarding		Non Barge-In
Busy		Directed Call Pickup
External Calls		Non Barge-In Exempt
Internal Calls		Directory Number Hunt
Don't Answer		Distinctive Ringing
Don't Answer External Calls		Distributed Line Hunt
Don't Answer Internal Calls		Do Not Disturb - DND
Intragroup		Executive Busy Override
Universal		Executive Busy Override
Call Hold		Exempt
Call Park		Flexible Station Control
Call Transfer		Conference
Call Waiting		Group Intercom
Exempt		Last Caller Return
Intragroup		Last Number Redial
Origination		Make Set Busy All Calls
Consultation Hold		Make Set Busy Intragroup
Continuous Redial		Message Waiting
Customer Originated Trace		Multiple Line Hunt
Denied Call Forwarding		No Double Connection
Denied Originating		Permanent Hold
Denied Terminating		Random Make Busy
Dial Call Waiting		Ring Again
Direct Inward Dial - DID		Rotary Hunting
Direct Outward Dial - DOD		Security
Directed Call Park		Six (6) Port Conference
Directed Call Pick-up		Speed Calling
Barge-In		Short List (10)
Directed Call Pick-up		Long List I (30)
Barge-In Exempt		Long List II (50)
Directed Call Park		Toll Restriction
Barge-In		Three Way Conference
Directed Call Park		
Barge-In Exempt		

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**CENTREX SERVICE\*****D. Centrex Packages/Rate, continued**

2. b. **Plus package** discounts will be based on the number of Centrex lines:

	<u>% Discount</u>
50-99 Lines	10%
100-249 Lines	15%
250-499 Lines	20%
500-699 Lines	30%
700-1199 Lines	40%
1200 or More	50%

3. <b>Business Set Package (aka PSET)</b>	<b>Monthly Rate</b>	<b>Billing Code</b>
a. Provides the following features – per line:	\$5.15	CFxx
Auto Answer Back	Directed Call Pickup	
Automatic Dial	Barge-In Exempt	
Business Set Display	Directed Call Pickup	
Busy Lamp Field	Non Barge-In	
Caller ID (Display Set Only)	Non Barge-In Exempt	
Caller ID Name and Number (Display Set Only)	Distinctive Ringing (Internal vs External Calls)	
Call Back Queuing	Do Not Disturb	
Call Forwarding	Executive Busy	
Busy	Override	
External Busy Calls	Executive Busy	
Internal Busy Calls	Override Exempt	
Remote Access	Flexible Station	
On Call Waiting	Controlled	
Don't Answer	Conference	
Don't Answer – External Calls	Group Intercom	
Don't Answer – Internal Calls	Intercom	
Intragroup	Last Caller Return	
Universal	Last Number Redial	
Call Line ID	Make Set Busy	
Call Park	Malicious Call Hold	
	Meet Me Conference	
Call Pickup	Message Waiting	
Call Transfer	No Double Connection	
Call Waiting	Privacy Release	
Exempt	Private Business Line	
Intragroup	Query Time + Date	

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**D. Centrex Packages/Rate, continued**

3.	<u>Business Set Package (aka PSET)</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
a.	Call Waiting ID	Random Make Busy	
	Continuous Redial	Repeated Alert	
	Customer Originated Trace	Ring Again	
	Denied Call – Forwarding	Six (6) Port Conference	
	Denied Incoming	Special Billing Code	
	Denied Originating Service	Speed Calling	
	Denied Terminating Service	Short List (10)	
	Direct Call Park	Long List I (30)	
	Direct Inward Dial	Long List II (50)	
	Direct Outward Dial	Stop Hunt	
	Directed Call Pickup	Three-Way Call	
	Barge-In		
b.	<b>Business Set Package</b> discounts will be based on the number of Centrex lines:		
		<u>% Discount</u>	
	50-99 Lines	10%	
	100-249 Lines	15%	
	250-499 Lines	20%	
	500-699 Lines	30%	
	700-1199 Lines	40%	
	1200 or More	50%	

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**CENTREX SERVICE\*****D. Centrex Packages/Rates (continued)**

4. Stand Alone Features – may be ordered in conjunction with the other packages and are in addition to those rates.

	<u>Monthly Rate</u>	<u>Billing Code</u>
a. Automatic Route Selection – provides for a series of outgoing prioritized trunk route lists for an idle outgoing trunk and Time-of-Day or Day-of-Week class of service routing – per line and per subscriber	\$ .25 \$10.75	RLxx RCxx
b. Time of Day Routing – allows for a maximum of 16 distinct routing patterns that can be employed by a single time of day routing scheme.		
Per ACD Group	\$ 5.00	CTDR
Per route within the ACD group (minimum of one, maximum of 16)	\$ 2.00	RTDR
c. Digital Recorded Announcement Message (DRAM)		
Generic Prerecorded (10sec) – per message	\$12.00	DRAM
Customized Greeting (10sec) – per message	\$25.00	DRM1
Additional 5 second Recording	\$ 5.00	DRM2
d. Automatic Call Distribution (ACD)	\$20.00/Group	CADC
	\$ 5.00/Agent	SACD
Universal Call Distribution (UCD)	\$10.00/Group	CUCD
	\$ 1.00/Agent	UACD
e. Voice Mail Alias	\$ 0.00	VMA
f. Centrex Meet Me Conference	\$ 8.50	MMxx
Allows up to ten (10) conferees to dial into a predetermined number to establish a conference – per number		
5. Directory Centrex Listing	\$ .96	DIRC
6. Centrex Star Services:		
a. Caller ID per Analog Set	\$ 2.00	CIAxx
b. Caller ID Name and Number per Analog Set	\$ 3.00	CAxx

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