
SECTION 11 – PRIMEXPRESS NETWORK SERVICE

11.1 PrimeXpress Network Service (Cont'd)

11.1.3 Incoming Call Redirect Option

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with PrimeXpress Network Service, PrimePlex PRI Service or Prime Digital Trunk Service only.

ICR can redirect all or only pre-selected DID numbers, depending on the Customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the Customer to obtain any necessary permissions for the use of any Destination Number.

If ICR is ordered in two or more sites that provide back up to one another, the back up telephone number cannot be a number which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1's, and a maximum of forty-eight simultaneous calls for trunk groups of five T1's or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

A) Application of Rates

Incoming Call Redirect rates consist of a non-recurring and a monthly recurring charge per T1, and a nonrecurring charge per change or group of changes requested in a Customer's listing of Redirected Numbers or Destination Numbers.