

TelCove Operations, LLC
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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

5.3.3 TelCove Centrex-Type Service Feature Groups (Cont'd)

e. Attendant Console Features Package (Cont'd)

- Attendant Conference allows an attendant to establish a six-port conference call.
- Attendant Speed Calling Allows an attendant to dial frequently dialed numbers by depressing a speed dial key and dialing one or two digits instead of all digits in the number.
- Attendant Transfer allows calls transferred by a station line user to the attendant to be queued on a first-in, first-out basis.
- Busy Verification of Station Lines allows the attendant to determine if a station line is idle.
- Busy Verification of Trunks allows the attendant to determine if a trunk is idle.
- Call Park Recall Timer provides a separate timer for calls parked by the attendant. The timer defines the maximum time period that a call can spend in the parking mode. If the call is not retrieved or abandoned within the defined timer, the call is unparked and the attendant is recalled.
- Call Splitting allows the attendant to talk privately to either the calling party or the called party.
- Caller ID – Number & Name Displays the originating telephone number and associated name of an incoming call on customer-provided equipment.
- Direct Station Selection allows the attendant to access station lines by depressing a button associated with that station.
- Interposition Calling allows communication and transfer of calls between attendants.
- Multiple Console Operation allows the assignment of more than one console per system.
- Night Service Flexible – Calls that are normally routed to the attendant during the day are routed to pre-designated locations at night.
- Position Busy allows the attendant to make the console unavailable to additional queued calls.
- Trunk Answer From Any Station allows any station in the customer group to answer an incoming call by dialing a code. The code is dialed when the TAAS alerting device sounds.

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Cancelled effective 03/11/2021.