



## Centrex

Centrex is so flexible you may never outgrow it. Traditional business telephone system constraints will be a thing of the past.

**Hosted at KC's CENTRAL EXchange, Centrex provides businesses with a fully-managed telephone service that can work with, or replace, traditional PBX or key telephone systems.**

### The benefits of Centrex

KC Centrex offers all the benefits of a traditional telephone system – without any of the up-front investment, on-going maintenance or headaches of owning and managing your own system.

A fully-managed desktop service with network support 24/7, KC Centrex is a phone system that lets you customise your telephone service to meet the needs of the people who use it.

It grows with your business – additional lines can be easily added without causing any disruption to your business or causing any down-time.

Centrex links local offices together, enabling free inter-site calls by just dialling the extension number.

### Meeting the demands of modern business

KC Centrex is controlled from our telephone exchanges, so it shares the network's sophisticated back-up systems. This means Centrex is protected against virtually all power and weather-related failures 24 hours a day. Our network is maintained and monitored around the clock by our technical staff, every day of the year.

### Pay as you grow

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INVESTOR IN PEOPLE



ISO 9001  
FS 502189



ISO 14001  
EMS 507164



ISO 20000  
ITMS 546348



ISO 27001  
IS 506165

## Centrex features

KC Centrex offers all the features you'd expect from a PBX:

### Voice guidance announcements and tones

KC Centrex offers voice guidance to assist the use of extension features. They guide the user through the process of setting up a feature and then confirm that the particular feature is in operation.

### Internal Numbering Plan

A Centrex user can dial other people in their Centrex Business Group by simply dialling their extension number.

### Centrex Business Group

A number of telephone lines which share a common dialling plan and a number of dialling features.

### Hot Line

A Hot Line, upon lifting the handset, provides automatic connection to a fixed destination. This is often seen in shopping centres where a line automatically connects to a taxi company.

### Warm Line

This is similar to a Hot Line but allows a set time delay before automatically dialling a fixed destination. This means the line can be used to dial another destination. For example, the line could automatically dial through to reception should you not dial another extension first.

## Ringling patterns

Centrex enables you to identify the type of call incoming to your phone based on the ring tone (external callers, internal callers, calls resulting from a diversion and calls resulting from a ringback request).

## Direct Dialling Inwards (DDI)

DDI enables callers to ring directly to a particular person rather than having to go through the operator.

## Hunt Groups

A Hunt Group is a group of Centrex extensions that share a telephone number. It is suitable for wherever there is a high volume of calls coming into a single number i.e. in a sales department.

When the Hunt Group number is dialled the group is searched for the first available extension.

## Direct Dialling Outwards

All phones have the capability of dialling directly out. Where phones are installed in remote or unsupervised locations it is possible to restrict the type of calls that can be made from that extension i.e. national calls, international calls, premium rate calls, etc.

Tell Me More

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part of local life