

CenturyLink Centrex Management System

The system flexibility and responsiveness to keep you competitive

Stay in control of your telecommunications

Predicting the future size and configuration of any organization can be difficult. Growth, downsizing, consolidation, restructuring or relocation can easily leave you with a system that's far too big—or too small—to meet your demands for efficient, cost-effective service.

Our Centrex Management System (CMS) puts you in control of your telecommunications by providing you with direct access to a mirror image of your central office-based services. Through a user-friendly graphical interface, you can make changes quickly and easily.

CMS allows you to add features, change parameters, expand calling groups, verify information and target functions to the most appropriate personnel. Ultimately, you have the power to reshape your communications to meet your evolving business needs—as you need to, when you need to.

Since you have direct access to your CMS database, the costly and time-consuming service order process is eliminated. A graphical user interface (GUI)—both easy to learn and easy to use—gives you the ability to get what you want done:

- Assign or reallocate a wide variety of features and functions
- Restrict access to specified lines
- Swap telephone numbers between and among stations
- Add, change or delete directory information
- Review system features, station by station
- Generate hardcopy reports on system status
- Review and request printed reports on pending station changes, directory listings and multi-station configurations
- Access online help and online verifications
- Communicate with CenturyLink™ via email

These capabilities give you the system flexibility to keep you competitive.

Benefits

There are numerous benefits to using CMS. Consider these advantages:

- **Graphical user interface** – simply point and click or drag and drop to request your system changes; CMS takes over from there, reconfiguring your system to your precise specifications--automatically
- **Programmable feature changes** – with CMS, you can program feature changes to take place almost any time
 - Depending on the type of change required, you can process by either priority or batch—both are included in the standard service offering
 - Priority service requests are processed by our central office as soon as possible; batch change requests are processed overnight, during our central office off-peak load hours
 - Changes also may be programmed for automatic execution at some future date

Contact your CenturyLink Representative today!



- **Station templates** – create your own station templates for specific, internal groups
 - Print copies of templates to use as station-set layouts for new employees
 - Templates that categorize certain users can be used to make bulk changes
- **Database accuracy** – with CMS, your database is loaded directly from our central office switch
 - System changes—made both inside and outside the CMS platform—are reviewed by the CMS computing platform on a daily basis
 - Regularly scheduled updates help ensure the integrity of your database
- **Online help** – find answers to questions quickly and clearly, providing easy-to-follow instructions
- **Online verifications** – ensure that your services are configured precisely, according to your specifications; a wide variety of status reports are also available

Why CenturyLink?

CenturyLink was a pioneer in development and deployment of central office-based communications solutions. Our state-of-the-art facilities offer you today's broadest range of fast, reliable and economical services. Centrex Management Service adds value to your telecommunications by putting you in control of your phones, features and functions.

Contact your CenturyLink Representative today!

