

QWEST DIRECT INWARD DIALING (DID)

Direct Inward Dialing (DID) is a special trunking arrangement that permits incoming calls from the exchange network to reach a specific PBX station directly without attendant assistance. DID service is only offered with switching vehicles served by trunk service (trunk side of Central Office). Answer supervision is required from the customer's PBX.

DID is available on Analog one-way Incoming, Analog two-way and Digital Switched Service (DSS) trunks. All DID service is subject to the availability of equipment and operating conditions. This method will address Analog one-way Incoming only.

Seven-digit local exchange numbers are assigned to each DID station (by PBX programming) from a block of numbers reserved for the customer. When the number is dialed, the serving Central Office directs the call to a dedicated pool of one-way incoming analog DID trunks assigned to that number block. The Central Office then outpulses the last three or four digits (depending on the customer's PBX requirements) to the PBX.

The PBX routes the call directly to the called station without going to the attendant. The PBX station number and the digits outpulsed by the Central Office are usually the same, but can be different. Arrangements for routing of calls in this manner may vary depending on the customer's PBX and/or the type of serving office. The number of digits being outpulsed depends on the customer's PBX requirements. A maximum of seven digits may be outpulsed (if Central Office has the capability).

Call Planner is a call forwarding service that transfers calls from DID numbers to any phone at another location, including cellular phones. Call Planner is secure and easy to use. It can:

- Be used for telecommuting and work-at-home applications
- Be activated/deactivated remotely via toll-free number and secret passcode
- Be activated on an as-needed basis or placed on a schedule
- Be used nationwide (long distance charges may apply)

BENEFITS

- Reduce dependency on an attendant to complete incoming calls
- Create a personal office atmosphere by providing a unique telephone number to an employee or department
- Enhance business image by giving departments and individuals the status of a personal line
- Offloading the attendant by routing calls directly to their destination, bypassing the attendant
- Increased efficiency and productivity of the business

Direct Inward Dialing (DID) may be provided where central office facilities are available and the PBX system or customer-provided switching equipment capabilities permit. DID is available in all central offices.