

## Message Manager - Centrex

### Service Description

Centrex Message Manager is a business client call answering service where a mailbox is "attached" to your existing Centrex telephone line. It offers the functionality of an enhanced telephone answering machine. When you can not be reached (i.e. busy or unavailable to take a call) calls are automatically diverted to your personal mailbox. Callers are met with your personal greeting and prompted to leave a message. Customers can then retrieve and listen to their messages at their convenience.

### Service Features

Remote retrieval of messages

Voice & Tone (DTMF) control of mailbox functions

Skip forwards and backwards through your messages

Secure access to your mailbox via PIN

Your own Personal Greeting

Records the time and date of each message

"Always on" call answering service

### Eligibility

Centrex Message Manager is only available to Centrex customers who have an existing fixed telephone exchange line from KCOM, except in the following cases:

Customers not registered and active with our Centrex managed voice service.

Customers who have Outgoing Calls Barred (OCB) through our "Disconnection Policy".

Customers who have multi-line systems (eg. PBX or Key & lamp switchboards).

## Charging Structure

	Annual Rental	
	Exc. VAT	Inc. VAT
Centrex Message Manager	£12.00	£14.40

There is no charge for retrieving messages from the telephone the service is provided on.

Where messages are retrieved remotely normal call charges will apply.

Callers leaving messages on the service pay call charges at the applicable rates.

## Cancellation

Customers who wish to terminate service before or after the minimum period expires will be liable for all charges for the unbilled period leading up to their notice of service cancellation.

## Conditions of Service

Centrex Message Manager is provided under our existing "Conditions for Telephone Service".

There is a three months minimum period of service.

## Additional Information

A touch tone telephone is preferred but is not essential to use Centrex Message Manager.

Call charges for accessing messages from overseas, from mobile phones or from other UK Telephone Service Providers are set by the relevant service provider.

Customers can only have one mailbox associated with each single analogue Centrex line/extension.

## Interaction with Centrex (Managed Voice) Service

### Return Last Call (\*74)

If a diversion to the Message Manager service is established, the telephone number (CLI) will not be stored and made available to return the call automatically with this feature.

### Call Waiting

If you have Message Manager, you will no longer receive the Call Waiting tone to alert you that another caller is attempting to contact you. Your caller will be put through to KC Message Manager and the message will be delivered to your business phone line when you have finished your existing call.

### Call Diversion (Centrex Users)



If you wish to divert your phone to another person, simply use the diversion commands as featured in your "Centrex-User Feature Guide". There are four diversion options – Divert all calls, Divert on No Reply, Divert on Busy and Divert on Busy or No Reply. Please remember if you divert your telephone (ie. to another person) using any of these commands Message Manager will not take messages for you. Once you cancel a diversion you must re-activate the diversion to KC Message Manager. Providing you do this, Message Manager will once again take messages for you if your phone is engaged, or you do not answer.

#### Call Barring

If you have any call barring features activated please note that this functionality is NOT supported while Message Manager is in use.

Note: Other Centrex User features/functionality may NOT be supported while Message Manager is in use.