FEATURE DOCUMENT

HOTEL/MOTEL SERVICE FEATURE

2-WIRE NO. 1 AND NO. 1A ELECTRONIC SWITCHING SYSTEMS

FEATURE DEFINITION AND DESCRIPTION

1. DEFINITION/INTRODUCTION

1.01 The hotel/motel service feature is a family of features available with the ESS frequently requested by hotel/motel business customers.

INTRODUCTION

1.02 This feature document provides a general description of the hotel/motel service feature. References are made to other documents for more detailed information. Table A is a guide to documents containing detailed information on the hotel/motel service feature.

1.03 Features offered as part of the hotel/motel service feature are as follows:

- Split service
- Controlled termination restriction
- Controlled outward restriction
- Controlled station-to-station restriction
- Controlled total restriction
- Attendant emergency override
- Toll diversion
- Attendant recall-no station answer
- Radio paging
- Loudspeaker paging
- Conference calling
- Station hunting
- Recorded telephone dictation
- Single digit dialing
- Direct outward dialing
- Direct inward dialing
- Room-station numbering
- Night service
- Attendant camp-on
- Interface with property management system
- Attendant position
- TOUCH-TONE® calling
- Station message register service.

2. USER PERSPECTIVE

CUSTOMER

2.01 *Split Service*—This feature allows administrative lines to have different group features from guest lines. For instance, call transfer individual might be given to administrative lines and call transfer attendant to guest lines.

2.02 *Controlled Termination Restriction*—This feature permits the attendant and/or certain administrative lines to prevent, on an individual or group basis, selected station lines from receiving any direct dialed calls. These same lines may receive calls from or through the attendant. When activated, the restricted calls are routed (depending on option selected) to a recorded intercept announcement, an intercept tone, or an attendant. Refer to FD 231-090-351 for detailed information.

2.03 *Controlled Outward Restriction*—This feature permits the attendant and/or certain administrative lines to control the restriction of direct dialed outgoing local central office and toll calls from selected station lines. When activated, restricted calls are routed to reorder. Refer to FD 231-090-351 for detailed information.

2.04 *Controlled Station-to-Station Restriction*—This feature, also referred to as intra-Centrex inward restriction, permits the attendant and/or certain administrative lines to prevent selected station lines from receiving station-to-station calls. When activated, the restricted calls are routed to recorded intercept announcement. Refer to FD 231-090-351 for detailed information.

2.05 *Controlled Total Restriction*—This feature permits the attendant and/or certain administrative lines to prevent, on an individual or group basis, selected station lines from originating

TABLE A

HOTEL/MOTEL SERVICE FEATURE DOCUMENT REFERENCES

SECTION NO.	FD TITLE	CONTENTS
231-090-351* (GL 76-12-062)	Controlled Line Status Feature	Controlled termination restriction Controlled outward restriction Controlled station-to-station restriction Controlled total restriction Attendant emergency override
231-190-321* (GL 75-10-154)	Centrex-CO Toll Diversion (TOLD) Feature	Toll diversion to attendant
231-090-402	Station Message Register Service Feature	Station message register
231-090-073	Feature Document, Call Forwarding Features	Various call forwarding features
231-090-200	Radio Paging Access Feature Using Voice Connecting Arrangement DCW	Radio paging
231-090-199	Feature Document, Loudspeaker Paging Feature	Loudspeaker paging
231-090-116	Feature Document, Conference Calling Feature	Conference calling
231-090-180*	Feature Document, Multiline Groups and Line Hunting Feature	Station hunting
231-090-217	Feature Document, Recorded Telephone Dictation Feature Using Voice Connecting Arrangement DCT	Recorded telephone dictation
231-090-400	Single Digit Dialing Feature	Single digit dialing
231-090-090	Feature Document, Centrex-CO Direct Inward Dialing Feature	Direct inward dialing
231-090-186	Feature Document, Night Service Feature	Night service
231-090-056	Feature Document, Attendant Camp-On With Indication of Camp-On Feature	Attendant camp-on
231-090-419*	Interface With Property Management System	Hotel/motel register feature and ACLI feature
231-090-178	Feature Document, 50A CPS Attendant Position Feature	Attendant position
231-090-060	Feature Document, 51A Customer Premise System Attendant Position — Universal Cordless Telephone Console With Data Link and Switched Loop Features	Attendant position

* When published

or receiving any calls. Optionally, these lines can originate calls to and receive calls through the attendant. When activated, the restricted calls are routed (depending upon option selected) either to a recorded intercept announcement, to an intercept tone, or to an attendant. Refer to FD 231-090-351 for detailed information.

2.06 Attendant Emergency Override—This feature allows an attendant to dial an administrative control access code plus the extension number to override the termination restriction imposed upon a station. Refer to FD 231-090-351 for detailed information.

2.07 Toll Diversion—This feature causes station-originated restricted toll calls of a business customer using central office service to be intercepted and routed to the attendant. A toll diversion to attendant restricted toll call is any station-originated toll call, such as direct distance dialing, message rate service, and code restricted (denied) calls. Refer to FD 231-190-321 for detailed information.

2.08 Station Message Register—This feature permits message register data to be stored in the call store of an ESS office. Upon request from an inquiry and display station at the hotel/motel, the message units used by a particular guest line are displayed on a numeric light emitting diode display and, optionally, on a printer. If the hotel/motel has the optional printer, the message units used by each of a contiguous group of guest extension numbers may be printed out. Refer to FD 231-090-402 for detailed information.

2.09 Attendant Recall—No Station Answer—This feature permits forwarding of calls that are not answered after a predetermined number of ringing cycles, either to a preselected station within the business customer group or to an attendant. The number of ringing cycles that occur before an unanswered call is forwarded may be selected by the customer. Calls that originate within, as well as outside, the business customer group may be forwarded. Refer to Section 231-090-073 for detailed information.

2.10 Radio Paging—This feature allows attendant, tie trunk, and station users dial-access to customer-provided radio paging equipment to selectively tone alert or voice page individuals carrying pocket radio receivers (or other devices).

Optional arrangements may be provided whereby the paged party is connected to the calling party by dialing an answering code from any station within the business customer group. Refer to Section 231-090-200 for detailed information.

2.11 Loudspeaker Paging—This feature allows business customer group attendants, station users, and nonbusiness customer station users to dial-access loudspeaker paging equipment. Capabilities are provided to allow multizone paging by providing a separate access code or directory number for each zone within the customer's location. Optional arrangements may be provided to allow the paged party (business customer service only) to be connected to the calling party by dialing an answering code from any station within the business customer group. Refer to Section 231-090-199 for detailed information.

2.12 Conference Calling—This feature allows a business customer service station to establish conference connections involving up to six conferees (including the conference controller) without the aid of the attendant. Refer to Section 231-090-116 for detailed information.

2.13 Station Hunting—This feature enables a call to be routed to an idle station in a prearranged group when the called station line is busy. Refer to Section 231-090-180 (when published) for detailed information.

2.14 Recorded Telephone Dictation—This feature permits access to and control of customer-owned telephone dictating equipment by stations, tie trunks, and business customer service attendants within the business customer service system. Station access may be via TOUCH-TONE or rotary dial. Attendant and tie trunk access must be via TOUCH-TONE. Refer to Section 231-090-217 for detailed information.

2.15 Single Digit Dialing—This feature allows business customer station users to reach selected lines or other internal facilities (e.g., the restaurant) by dialing a single digit code. Refer to FD 231-090-400 for detailed information.

2.16 Direct Outward Dialing—This feature enables a business customer service station user to gain access to the exchange networks, without the assistance of an attendant, by dialing an access code and receiving a second dial tone.

The user may then proceed to dial the desired exchange network number. This feature is part of the basic business customer service package.

2.17 Direct Inward Dialing—This feature allows an incoming call from the message network to reach a specific business customer station line (or group of lines if in a hunt group) within a business customer service group without attendant assistance. Refer to Section 231-090-090 for detailed information.

2.18 Room-Station Numbering—This feature allows the hotel/motel guest extension numbers to be the same as the room numbers. Prior to the CTX-7 generic program (No. 1 ESS), an access code is used before the room number to avoid conflicts with single digit dialing for services. Starting with CTX-7 (No. 1 ESS) and with all generic programs for No. 1A ESS, a timing capability is available to avoid conflicts. This allows, for example, the single digit 2 for a hotel service and the extensions 21, 210, and 2100 for guest rooms.

2.19 Night Service—This feature allows a designated business customer telephone(s) to assume some of the attendant functions when the attendant positions are not occupied. The night service feature provides arrangements to route incoming exchange network or common control switching arrangement (CCSA) calls, normally directed to the attendant, to preselected customer station lines when the regular attendant positions are not occupied. The routing may be provided on a fixed or flexible basis. When provided on a fixed basis, the routing arrangement is made by the telephone company and may be changed only by the telephone company. When provided on a flexible basis, the attendant has the ability to arrange the routing prior to activating night service. Refer to Section 231-090-186 for detailed information.

2.20 Attendant Camp-On—This feature allows an incoming listed directory number, CCSA, INWATS, tie trunk or foreign exchange trunk attendant call, which the attendant attempts to complete to a busy station within a business customer group to be held waiting until the called station becomes idle. The called station is then automatically rung and connected to the incoming call upon answer. An audible burst of tone is provided to the busy called station connection to indicate that the incoming call is camped on. If the business .customer has the 50A Customer Premises System

(CPS), intragroup calls are also allowed to camp on. Refer to Section 231-090-056 for detailed information.

2.21 Interface With Property Management System—This feature, also referred to as the automatic customer message outputting system (ACMOS), provides call data to customer-provided hotel/motel property management computer systems when the customer's telephone service is provided directly from the central office. Two functions are furnished by this feature:

(a) The hotel/motel message unit reporting portion of this feature provides the capability to input billing information to the customer computer on all completed guest local message unit calls.

(b) The calling line identification portion of this feature allows the customer to input any customer-selected data to the customer computer from any customer-selected station(s) belonging to that business customer. Refer to Section 231-090-419 for detailed information.

2.22 Attendant Position—The 50A CPS and the 51A CPS are offered by ESS offices. Refer to Sections 231-090-060 and 231-090-178 for detailed information.

2.23 TOUCH-TONE Calling—These telephones are available as a standard ESS offering.

3. SYSTEM PERSPECTIVE

SOFTWARE DATA STRUCTURES

3.01 For all hotel/motel service features except split service, direct outward dialing, room-station numbering, and TOUCH-TONE calling, refer to individual feature documents, as outlined in Table A, for detailed information on software data structures. Split service is covered in this document.

TRANSLATIONS

3.02 A Centrex group must be built in order to have hotel/motel service features (except TOUCH-TONE calling). Procedures for adding or removing a Centrex group are covered in Section 231-118-333.

3.03 In order to have the split service feature for Centrex common block features (e.g., call transfer individual, call transfer attendant, attendant camp-on), a Centrex complex must be built consisting of two Centrex groups linked by a master Centrex number (MXCN).

3.04 Translations for providing Centrex service include:

- Centrex common block and Centrex digit interpreter tables (customer group data)

- Centrex digit interpreter tables (customer group dialing pattern)

- Trunk translations (trunk network number and trunk class code data)

- Line translations (line equipment number and line class code data)

- Directory number translations (directory number data)

- Office translations (3-digit and number group number).

FEATURE OPERATION

3.05 Refer to individual feature documents, as outlined in Table A, for detailed information on the operation of the various service features except for split service, direct outward dialing, room-station numbering, and TOUCH-TONE calling.

FEATURE ATTRIBUTES

4. APPLICABILITY

4.01 The hotel/motel service feature is provided on a business customer service basis.

5. LIMITATIONS AND RESTRICTIONS

5.01 Refer to individual feature documents, as outlined in Table A, for detailed information on specific limitations and restrictions.

6. COMPATIBILITY AND INTERACTIONS

6.01 Refer to individual feature documents, as outlined in Table A, for detailed information on compatibility and interactions.

7. COST FACTORS

7.01 For all hotel/motel service features except split service, direct outward dialing, room-station numbering, and TOUCH-TONE calling, refer to individual feature documents, as outlined in Table A, for detailed information on cost factors.

MEMORY—NO. 1 ESS

A. Fixed

7.02 Not applicable.

B. Conditional

7.03 Not applicable.

C. Variable

7.04 The following additional memory is required when the split service feature for Centrex common block features is supplied on a per-customer-group basis:

- Translation (program store): One 31-word Centrex common block and one or more levels of digit interpreter tables.

MEMORY—NO. 1A ESS

A. Fixed

7.05 Not applicable.

B. Conditional

7.06 Not applicable.

C. Variable

7.07 The following additional memory is required when the split service feature for Centrex common block features is supplied on a per-customer-group basis:

- Translation (unduplicated call store, file store): One 31-word Centrex common block and one or more levels of digit interpreter tables.

PROCESSOR TIME

7.08 There is no additional processor time caused by the split service feature.

HARDWARE

7.09 The split service feature does not require any additional hardware.

8. AVAILABILITY

8.01 Table B lists the availability of the hotel/motel service features.

TABLE B

AVAILABILITY OF HOTEL/MOTEL SERVICE FEATURES

FEATURE	AVAILABILITY
Split service	All active generic programs
Controlled termination restriction Controlled outward restriction Controlled station-to-station restriction Controlled total restriction Attendant emergency override	SP/CC-CTX-8, Issue 2 (No. 1 ESS); 1AE4 (No. 1A ESS) and later generic programs
Toll diversion	CTX-7 and later, No. 1 ESS; all generic programs, No. 1A ESS
Station message register	CTX-7 and later, No. 1 ESS; all generic programs, No. 1A ESS
Attendant recall — no station answer	SP-CTX-5 and CC-CTX-6 and later for No. 1 ESS, all generic programs for No. 1A ESS
Radio paging	All active generic programs
Loudspeaker paging	All active generic programs
Conference calling	CTX-6, Issue 1 and later for No. 1 ESS; all generic programs for No. 1A ESS
Station hunting	All active generic programs
Recorded telephone dictation	All active generic programs
Single digit dialing	CTX-7, Issue 1 and later, No. 1 ESS; all generic programs, No. 1A ESS
Direct outward dialing	All active generic programs
Direct inward dialing	All active generic programs
Room-station numbering	All active generic programs
Night service	All active generic programs
Attendant camp-on	See Section 231-090-056
Interface with property management system	1E4 and later for No. 1 ESS, 1AE4 and later for No. 1A ESS
Attendant position	51A CPS — all active generic programs 50A CPS — CTX-5, Issue 6 and later (No. 1 ESS); all generic programs, No. 1A ESS
TOUCH-TONE calling	All active generic programs

CONSIDERATIONS FOR INCORPORATION OF FEATURE INTO SYSTEM

9. PLANNING

9.01 Refer to individual feature documents, as outlined in Table A, for detailed information on planning.

10. HARDWARE

10.01 Refer to individual feature documents, as outlined in Table A, for detailed information on hardware.

11. DETERMINATION OF QUANTITIES

11.01 For all hotel/motel features except split service, direct outward dialing, room-station numbering, and TOUCH-TONE calling, refer to individual feature documents, as outlined in Table A, for detailed information on determination of quantities.

HARDWARE

11.02 There is no additional hardware required for the split service feature.

MEMORY

11.03 The split service feature for Centrex common block features requires one additional 31-word Centrex common block and one or more 8-word digit interpreter tables. Digit interpreter auxiliary blocks may be required if attendant control of facilities, individual billing directory number, simulated facilities, or certain other features are required. These auxiliary blocks can be either two or three words long. Refer to PA-591003 (No. 1 ESS) or TDA 6A-002 (No. 1A ESS) translations output configuration for details.

12. ASSIGNMENTS AND RECORDS

INPUT AND RECORD KEEPING

12.01 For all hotel/motel features except split service, direct outward dialing, room-station numbering, and TOUCH-TONE calling, refer to individual feature documents, as outlined in Table A, for detailed information on translation forms and recent change messages.

A. Translation Forms

12.02 The ESS translation forms, found in TG-1A, used for the split service feature (Centrex common block features only) are as follows:

(a) ESS 1101—Directory Number Record: This form associates a Centrex line with the Centrex group number.

(b) ESS 1109—Centrex Group Record: This form contains the Centrex class information plus screening and routing data for a Centrex group.

(c) ESS 1110—Centrex Group Number Record: This form associates the Centrex group number with the master Centrex number.

B. Recent Change Messages

12.03 Not applicable to the split service feature.

UNIFORM SERVICE ORDER CODES

12.04 Table C lists the Uniform Service Order Codes (USOCs) for the hotel/motel service features.

TABLE C

USOCs FOR HOTEL/MOTEL SERVICE FEATURES

FEATURE	USOC
Split service	None
Controlled termination restriction Controlled outward restriction Controlled station-to-station restriction Controlled total restriction Attendant emergency override	MRLAA and MRLAB
Toll diversion	None
Station message register	MRBAA and MRBAB
Attendant recall — no station answer	E9G
Radio paging	1 PR and 2 PR
Loudspeaker paging	FR8
Conference calling	None
Station hunting	None
Recorded telephone dictation	DCT
Single digit dialing	EES
Direct outward dialing	None
Direct inward dialing	ND8, ND9, and NDA
Room-station numbering	None
Night service	CXX
Attendant camp-on	See Section 231-090-056
Interface with property management system	Not available at this time
Attendant position	For 50A CPS — ATT For 51A CPS — See Section 231-090-060

Table C—USOCs for Hotel/Motel Service Features

13. NEW INSTALLATION AND GROWTH

13.01 Refer to individual feature documents, as outlined in Table A, for detailed information on new installation and growth on all features except split service, direct outward dialing, room-station numbering, and TOUCH-TONE calling.

13.02 Figure 1 illustrates the procedures for assigning the split service feature.

14. TESTING

14.01 For all hotel/motel service features except split service, direct outward dialing, room-station numbering, and TOUCH-TONE calling, refer to individual feature documents, as outlined in Table A, for detailed information on testing.

14.02 TTY input and output messages, found in IM-1A001 and OM-1A001 (No. 1 ESS) or in IM-6A001 and OM-6A001 (No. 1A ESS), can be used to verify translations for the split service feature (Centrex common block features only). The procedure is:

(a) Use VFY-CSTG-35 input message to verify the Centrex common block assignment. System responds with the TR17 output message.

(b) Use VFY-XDGNT input message to verify the Centrex digit interpreter tables. System responds with the TR18 output message.

(c) Use VFY-LEN input message to verify the line equipment number translations. System responds with the TR03 output message.

(d) Use the VFY-DN input message to verify the directory number translations. System responds with the TR01 or TR08 output message.

15. MEASUREMENTS

15.01 For all hotel/motel service features except split service, direct outward dialing, room-station numbering, and TOUCH-TONE calling, refer to individual feature documents, as outlined in Table A, for detailed information on traffic measurements. Measurements are not made for the split service, direct outward dialing, room-station numbering, and TOUCH-TONE calling features.

16. CHARGING

16.01 No charging is done for the split service, direct outward dialing, room-station numbering, and TOUCH-TONE calling features. For detailed information on charging for all other hotel/motel service features, refer to individual documents as outlined in Table A.

SUPPLEMENTARY INFORMATION

17. GLOSSARY

17.01 Not applicable.

18. REASONS FOR REISSUE

18.01 Not applicable.

19. REFERENCES

19.01 See Table A for feature document references.

A. Bell System Practices

(1) Section 231-118-311—Centrex CO—Recent Change Procedures (CTX-5 and Earlier Generic Programs)—2-Wire No. 1 Electronic Switching System

(2) Section 231-118-302—Recent Change Service Order Formats and Procedures (Non-Centrex and Centrex) (CTX-5 and Earlier Generic Programs—2-Wire No. 1 Electronic Switching System

(3) Section 231-118-322—Line Recent Change Procedures (Non-Centrex and Centrex) (CTX-6, Issues 2 and 3, Generic Programs)—2-Wire No. 1 Electronic Switching System

(4) Section 231-118-331—Centrex CO Recent Change Procedures—RC:CTXCB, RC:CTXDI, RC:CTXEXR, RC:DITABS, RC:FLXDG, RC:FLXRD, and RC:FLXRS (CTX-6 through CTX-8, Issue 3, Generic Programs—2-Wire No. 1 Electronic Switching System

(5) Section 231-118-334—Line Recent Change Procedures (Non-Centrex and Centrex)—CTX 6, Issue 7, Generic Program—2-Wire No. 1 Electronic Switching System
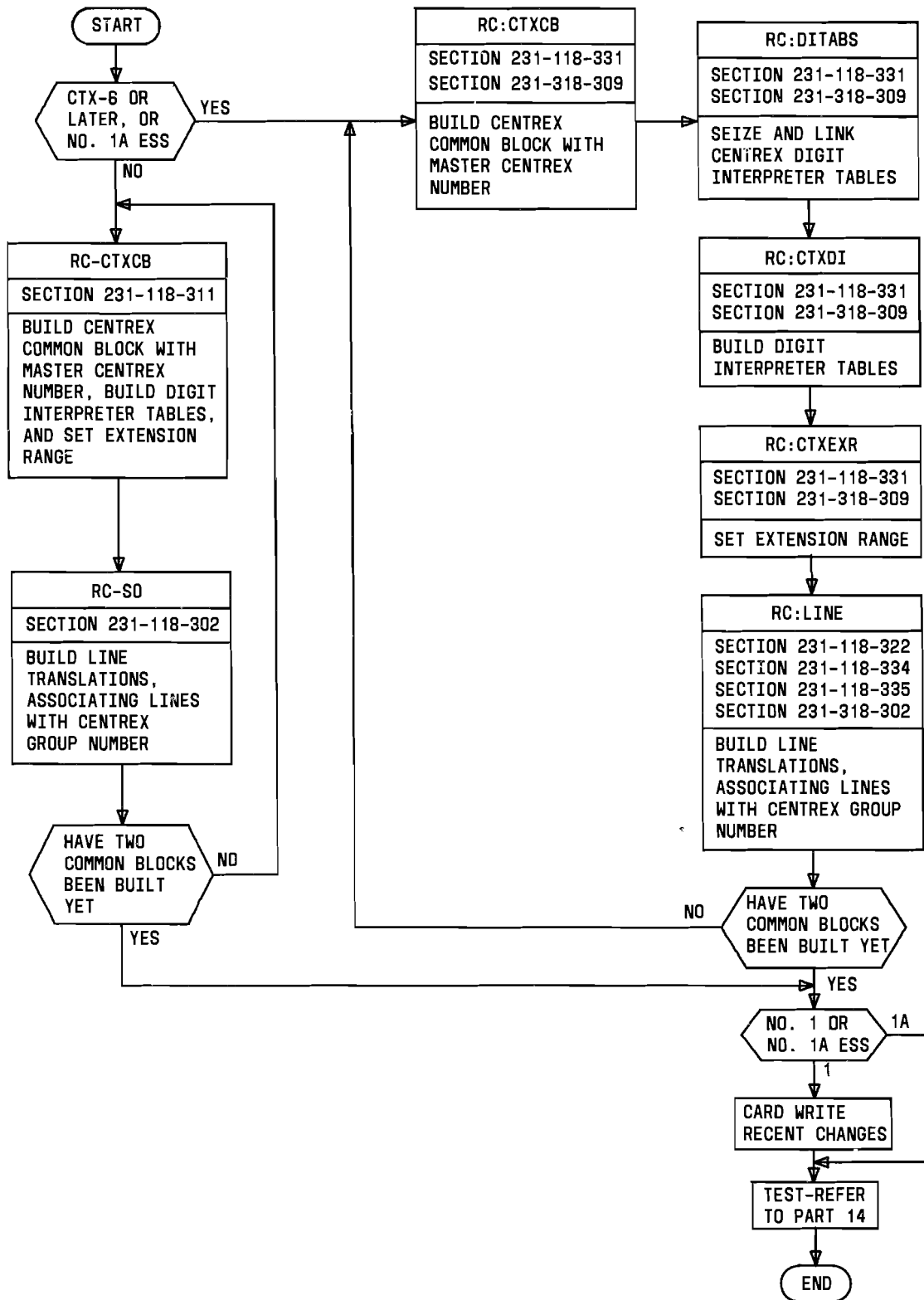
Fig. 1—Procedure for Assigning the Split Service Feature for Centrex Common Block Features

(6) Section 231-118-335—Line Recent Change Procedures—(Non-Centrex and Centrex)—(CTX-7, Issues 1, 2, and 8 and CTX-8, Issue 2, Generic Programs)—2-Wire No. 1 Electronic Switching System

(7) Section 231-318-302—Line RC Procedures for LINE, TWOPTY, MPTY, SCLIST, MLHG, and CFV (Through 1AE4 Generic Program)—2-Wire No. 1A Electronic Switching System

(8) Section 231-318-309—Centrex CO RC Procedures for CTXCB, CTXDI, CTXEXR, CXDICH, DITABS, DLG, FLXDG, FLXRD, and FLXRS (Through 1AE4 Generic Program—2-Wire No. 1A Electronic Switching System.

B.   Other Documentation

(1) Translation Guide TG-1A

(2) Translation Output Configurations PA-591003 (No. 1 ESS) and PA-6A002 (No. 1A ESS)

(3) Input Message Manual IM-1A001 (No. 1 ESS) and IM-6A001 (No. 1A ESS)

(4) Output Message Manual OM-1A001 (No. 1 ESS) and OM-6A001 (No. 1A ESS).