

# Get the most out of Telia ISDN Multi

With its 30 channels, Telia ISDN Multi offers a powerful connection for PBX systems or datacom equipment at large and medium-sized enterprises. You can get an ISDN connection almost anywhere in Sweden and capacity is easy to expand as your needs grow.

## Adaptable switchboard connection

Telia ISDN Multi is the obvious choice for large and medium-sized company switchboards. Phone calls via Telia ISDN work the same way as in the ordinary telecom network.

## Customize with basic services and supplementary services

Telia ISDN is an intelligent network with a large selection of services to streamline your communications. Some are basic services, automatically offered in the subscription from the start and included in the subscription cost, while others are supplementary services that you order separately.

Telia ISDN Multi services are included in the main number of the group number.

## Categories based on type of service

To make it easier for you to find the services you need, we have classified them in a number of applications. For detailed descriptions of these services, please see the alphabetical list in the table in the next section.

### Call management

- Sub-addressing
- Call forwarding unconditional
- Call forwarding conditional, permanently to one number
- Call deflection
- Call forwarding, no reply
- Call forwarding, no reply, permanently to one number
- Call forwarding busy
- Call forwarding busy, permanently to one number
- Explicit call transfer

### Subscriber information

- Calling line identification presentation
- Connected line identification presentation
- Expanded caller ID

### Privacy

- Connected line identification restriction
- Unlisted number
- Permanently blocked caller ID
- Temporarily blocked caller ID

### Financial tracking and monitoring

- Advice of charge services
- Itemized billing

### Switchboard connection functions

- Transmission test
- Direct dial-in
- Direct dial-in, local number series,
- Geographic ID for 112 (emergency) calls,
- Main number
- Customer controlled channel conversion
- Two-stations connection.

### Other

- Multiple subscriber number
- User-to-user signaling
- Closed user group



# Telia ISDN Multi

## Good to know

### Basic service

Telia ISDN Multi basic service is included in the subscription. This means that we accept fault reports and correct problems round the clock from 8 a.m. Monday to 6 p.m. Friday. During these service hours we need no more than 24 working hours, guaranteed, from the time you report a problem until communications are running again.

Telia's General Terms and Conditions apply for Telia ISDN Multi; please see [www.telia.se/foretag](http://www.telia.se/foretag)

### Additional service

If you would like a higher level of service you can sign a separate service agreement for either an individual product or a combination of products.

We have a several SLA-packages for add on service to be combined for your needs and requirements.

Additional services are billed separately.

Detailed description	Type of service in ISDN Multi
<p><b>Connected line identification restriction (COLR)</b> Allows you to restrict presentation of your number for the caller.</p>	Additional service
<p><b>Direct dial-in (DDI)</b> (PBX system) Makes it possible to call a connection in your PBX system directly, bypassing the operator.</p>	Additional service
<p><b>Direct dial-in, local number series</b> Allows routing of multiple direct dial-in number series, irrespective of area code, to the same access. Caller ID with local numbers and management of municipal ID for emergency calls is available as an option.</p>	Additional service
<p><b>Multiple subscriber number (MSN)</b> In addition to the main number with associated direct dial-in number series that belongs to the subscription you can add direct dial-in number series and individual numbers. The individual numbers do not have to be in numerical order.</p>	Additional service
<p><b>Geographic ID for 112 (emergency) calls</b> In order for society to be able to provide emergency resources rapidly and efficiently it is important that calls to the national emergency number, 112, are routed to the emergency service center closest to the caller. With centralized switchboard solutions, there is a risk that emergency calls could be routed to an emergency service center in a completely different part of the country. With the service Geographic ID for 112 calls in ISDN Multi, Telia makes it possible to receive calls from the switchboard with a specific format, 0379112XYZ, where XYZ is the municipality ID.</p>	Additional service
<p><b>Unlisted number</b> Prevents presentation of your number, whether you are the caller or the recipient. Your number is not included in the telephone directory, either.</p>	Additional service
<p><b>Main number (LH, TH)</b> (PBX system) One common phone number for several ISDN channels; which available channel is used for incoming calls to the main number depends on how configuration for access is defined.</p>	Additional service
<p><b>Customer controlled channel conversion (RH)</b> (PBX system) Allows you to control the number of channels included in the PBX system. For example, you can reduce the number during vacation, when fewer operators are working.</p>	Additional service
<p><b>User-to-user signaling (UUS)</b> Allows transfer of information between terminals during call setup, connection, or call teardown. Three user-to-user signaling services are available, with somewhat different features. All three are included.</p>	Additional service



# Telia ISDN Multi

Detailed description	Type of service in ISDN Multi
<p><b>Calling line identification presentation (CLIP)</b>            The caller's number is displayed on your phone, provided that it is equipped for this service. The network always transmits the number including area code without an initial zero. If you receive a call from the Stockholm number 1234567, then 81234567 is sent to your phone.</p> <p>Calls from a PBX are presented either with the main number or with the connection number, depending on how the PBX is configured.</p>	Basic service
<p><b>Permanent calling line identification restriction (CLIR)</b>            Prevents the caller's number from being displayed on the recipient's phone. The service works from/to customers in Telia's national telephony network, as well as other national and international operators with which Telia has signed an agreement.</p>	Additional service
<p><b>Connected line identification presentation (COLP)</b>            Presents your numbers to the caller. The network always transmits the number including area code without an initial zero. If you have the Stockholm number 1234567, it is sent as 81234567 to the phone that made the call.</p> <p>Calls to a PBX are presented either with the main number or with the connection number, depending on how the PBX is configured.</p> <p>The service also works internationally if there is an agreement with the other operator.</p>	Additional service
<p><b>Advice of charge services (AOC-E)</b>            Informs about the approximate charge for a call that was just completed. You activate the service at the time that you make the call.</p>	Additional service
<p><b>Closed user group (CUG)</b>            Outbound calls can only be connected to those numbers that belong to the group. Inbound calls can only be received from those numbers that belong to the group.</p> <p>In one version of this service data communications are similarly restricted, but you can freely make and receive ordinary voice calls.</p>	Additional service
<p><b>Itemized billing</b>            The invoice for your ISDN subscription records outbound calls over a certain period.</p>	Additional service
<p><b>Sub-addressing (SUB)</b>            The caller sends a number string of a maximum of 20 digits in order to address, for example, a specific terminal that is connected to ISDN via your server. The sub-address is not handled by the telecom network, but only by the connected equipment.</p>	Basic service
<p><b>Temporary calling line identification restriction (CLIR)</b>            Your number is prevented from being displayed when you make a call. With permanent calling line identification restriction, your number is never displayed. In that case do not use this temporary restriction.</p>	Additional service
<p><b>Transmission test (CRC-4)</b>            CRC-4 is a transmission test function for PBXs. Certain types of PBXs require this feature.</p>	Additional service
<p><b>Two-stations connection</b>            Your PBX is connected to two different telecommunications exchanges. This solution provides significantly higher reliability for your telephony connection.</p>	Additional service
<p><b>Expanded calling line identification presentation – Bypass.</b>            With expanded calling line identification presentation the PBX can send an optional "Additional number" (A-number) during new call setup, other than the one associated with the connection. The number is presented on the recipient's display. Expanded calling line identification presentation makes it possible to see the A-number of the caller, even when a PBX connection is forwarded to a mobile phone.</p>	Additional service



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Detailed description	Type of service in ISDN Multi
<p><b>Call forwarding unconditional (CFU)</b> Connects your incoming calls to the place where you want to receive them. You only pay for the distance from your equipment to the equipment where you connected the traffic. (This service was previously called Call forwarding.)</p>	Additional service
<p><b>Conditional call forwarding, permanently to one number</b> Like unconditional call forwarding, except that calls are always forwarded to a specific number.</p>	Additional service
<p><b>Call Deflection (CD)</b> Diverts incoming calls without connecting them to your phone. For example, if you deflect your PBX connection to your mobile number, you can see which phone number is calling. In this case the call does not use any capacity in your ISDN connection.</p>	Additional service
<p><b>Call forwarding, no reply (CFNR)</b> Your calls are transferred to another number when you do not reply. The caller is not informed by voicemail message that the call is being forwarded.</p>	Additional service
<p><b>Call forwarding, no reply, permanently to one number</b> Like call forwarding, no reply, except that calls are always forwarded to a specific number.</p>	Additional service
<p><b>Call forwarding busy (CFB)</b> Your incoming calls are transferred to another number when your phone, fax or other equipment is busy.</p>	Additional service
<p><b>Call forwarding busy, permanently to one number</b> Like call forwarding busy, except that calls are always forwarded to a specific number.</p>	Additional service
<p><b>Explicit call transfer (ECT)</b> A continuation of the services Inquiry and Switching. If you switch between two calls you can transfer the call so that the two you have connected can continue the call even after you disconnect.</p>	Additional service

Would you like to know more about services in Telia ISDN Multi or place an order?  
Submit your information online at [www.telia.se/foretagskontakt](http://www.telia.se/foretagskontakt) and a sales associate will soon contact you. You can also call us at tel. 90 400.

