

FAQs- IP Centrex

Service Offerings

1. What is IP Centrex service?

IP Centrex is a cloud-based telephony service that provides feature-rich PBX functionalities. You don't have to invest in any other PBX thereby saving big on both capital investments and operational costs.

2. What are the business advantages of IP Centrex service?

Here are some of the advantages that IP Centrex offers:

- No investment required for PBX
- Offers unlimited virtual scalability
- Short digit calling between extensions
- Simultaneous ringing between Landline and Mobile with Fixed Line Convergence (FMC)

3. What are the features of IP Centrex?

- **Call Transfer**- Transfer the call to another person within the Closed User Group
- **Call Hold**- User can retain an existing call while accepting or dialling another call using the same end instrument
- **Call waiting Service**- Indicates a call already in progress to user. The subscriber may switch between calls, by using the hook flash key
- **Call Forwarding Unconditionally**- All incoming calls will be diverted to another Jio landline or Jio mobile number
- **Fixed Mobile Convergence (FMC)** - Associate your Jio mobile with IP Centrex extensions. Any incoming call on the IP Centrex extension will ring simultaneously on both the devices
- **Digital Self-Care**- An intuitive Digital Self-Care to manage your service
- **Private Numbering Plan (via Self-Care)**- Create a self-private numbering plan of 2 to 6 digits for using short digit dialling codes within IP Centrex range

4. Which kind of business verticals can opt for IP Centrex services?

Any business entity which needs a fixed-line voice connectivity with rich features can opt for IP Centrex.

5. What is the minimum number of lines needed for availing the service?

Minimum two lines are required to opt for the CUG calling.

6. How do I make calls through IP Centrex?

Here are rule to make calls from your IP-Centrex:

- **To call on mobile** - Prefix 9 followed by 0 to call any mobile number (E.g. 9 0 90360 90360)
- **To call on local landline** - Prefix 9 followed by local landline number (E.g. 9 35000898)
- **To call on STD landline** - Prefix 9 followed by STD local landline number (E.g. 9 080 35000898)
- **To call on ISD number** - Prefix 9 followed by ISD number (E.g. 9 <country code + number>)

*Please note that mobile does not have a classification of Local and STD

7. What is Fixed Mobile Convergence (FMC)?

Fixed Mobile Convergence (FMC) effectively integrates the user Jio mobile number with the IP Centrex number. The user can logically bind his mobile phone to his desk phone.

- The flexibility to take calls from any of the device system (Mobile or Fixed line phone)
- Publish only one number to clients and choose to hide the personal mobile number

8. What are the features available in FMC?

With FMC, the user gets below features:

- Simultaneous ringing on your fixed IP Centrex extension and mobile phone
- Option to pick calls from any of the devices
- FMC will be enabled only between Jio Landline and Jio Mobile

9. Do you offer telephone instrument along with IP Centrex?

A telephone instrument is not offered with IP Centrex. It needs to be purchased separately.

10. Is location shifting possible for IP Centrex service?

Yes, shifting is possible within the same city subject to feasibility.

11. Can I use my existing analog telephone instrument?

Yes, you can use your existing analog telephone instrument with IP Centrex.

12. Can I use IVR facility on IP Centrex?

IVR functionality is not available on IP Centrex at present.

13. Can I use caller tunes on IP Centrex?

Caller tunes are not offered as part of IP Centrex at present.

14. Do I have to return the IAD device in the future?

The IAD device can be used by you for the duration of services with Jio. It will need to be returned post service termination.

15. Can I port out or port in fixed-line numbers?

The functionality to port out & port in fixed-line number is not allowed for IP Centrex or any fixed line voice service.

16. How to activate the available features for IP Centrex?

All the features are activated at the time of provisioning except Fixed Mobile Convergence (FMC).

17. Will Fixed Mobile Convergence (FMC) work on a non-Jio number?

Fixed Mobile Convergence (FMC) will work on Jio number only.

18. Does IP Centrex offer call waiting?

Call waiting is offered as default feature at the time of activation.

19. Does IP Centrex offer CLI feature as default and are there any charges applicable?

Yes, we offer CLI as a default feature and there is no additional charge/ fee for the same.

20. Does IP Centrex offer call hold option?

Yes, IP Centrex offers call hold as a default feature.

21. Can I forward calls from landline to any mobile?

Yes, you can use call forward feature to enable this.

22. How much time does it take to activate the features of IP Centrex?

You can activate the features in near real time. DND registration normally happens after 24 hours.

23. Can I have a choice of number?

Numbers will be allotted basis the current series. Choice numbers are not available.

24. How can I activate DND?

You can activate and deactivate DND feature through the Self-Care portal.

25. Does IP Centrex offer CUG between the numbers?

Yes, CUG is one of the prime features of IP Centrex.

26. Can I change CUG number?

Yes, you have a choice of short digit dialing and that can be defined at the time of order entry.

27. Do you offer internal wiring of telephone lines?

We help you to activate the service till the IAD. Internal wiring will have to be done by you.

28. Can I use the internet and make phone calls at the same time?

Yes, you can use the internet and make phone calls without any service interruption.

29. Do you offer IP-Phone along with IP Centrex service?

IP-Phone is not offered with this service.

30. If there is a failure in Business Gateway will IP Centrex lines work?

IP Centrex lines are connected from Business Gateway, hence service is dependent on it. If Business Gateway fails IP Centrex lines will not work.

31. Can CLI (Calling Line Identification) be restricted?

CLI (Calling Line Identification) cannot be restricted as the assigned number itself is a CLI number.

Customer Services

32. What is significance of Do Not Disturb tab on Self-Care?

With Do Not Disturb feature, user can register himself with the National DND register to block unwanted Telemarketing calls.

33. How can I raise a complaint/ query?

You may call us at 1800 8899 444 or write an Email at businesscare@jio.com.

34. What is the refund policy post-termination?

The deposit that was made at the time of installation will be adjusted towards the bill outstanding. Post this, balance amount will be refunded.