

With any Centrex option, you pay more per month in return for avoiding the need to sink costs into your own infrastructure. Also, by using the Centrex host's facilities, you get a rich feature set with no additional monthly charges. Another benefit is that you can walk away from a Centrex solution anytime you want without penalty. Although some smaller companies keep Centrex forever, most growing companies eventually convert to one of the models described in the following section.

The KTS and PBX models

The other two system models are private telephone systems installed on the company's premises. Low-volume customers often use a key telephone system, or KTS. High-volume, larger companies often use a private branch exchange, or PBX. These two are a departure from the POTS-line model, where a line is run to each phone on the premises. As such, they are also a departure from the Centrex model, which uses the same type of access line as POTS.

Figure 2-9 illustrates how a typical private telephone system would change the phone mix.

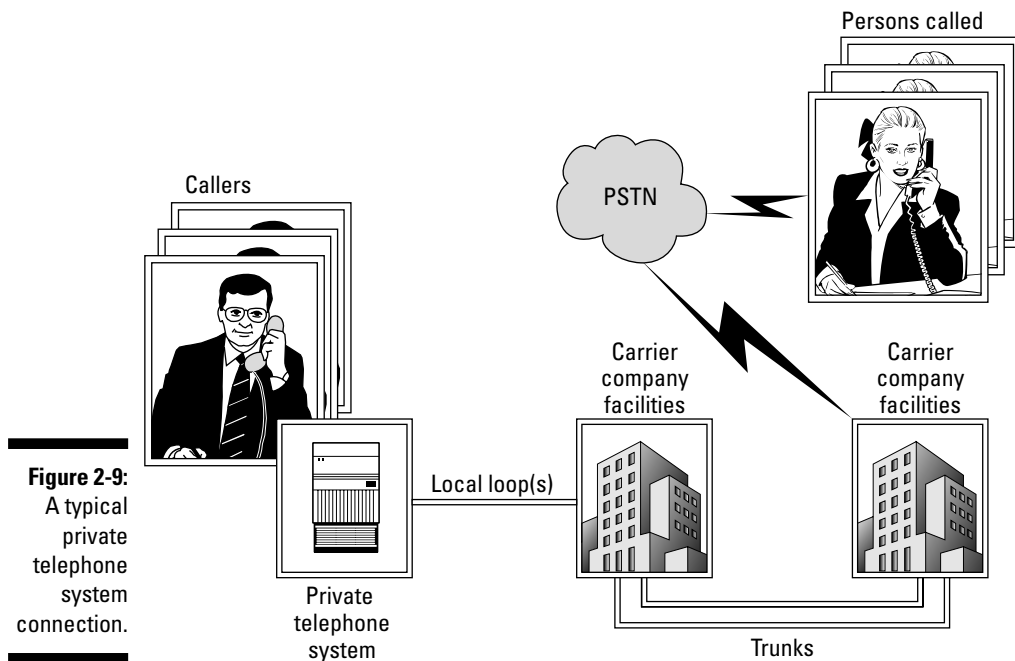


Figure 2-9:
A typical
private
telephone
system
connection.