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# Multi-Tenant Service

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## Feature description

The Multi-Tenant Service feature enables customers to resell system features and services to other users. The stations belonging to the customer can be divided into customer sub-groups known as tenants. Tenants are separated by programming access restrictions on a tenant-by-tenant basis.

Administrators can configure access to other tenants, attendant consoles, and trunk routes so that tenants have private access to some services and shared access to others. Multi-Tenant Service can also be configured to deny access to certain services. Records of tenant activity are maintained through Call Detail Recording (CDR).

Telephones that are not assigned tenant status belong to one of the customers allowed. These customer resource telephones have access to all other telephones, attendant consoles, and outgoing trunk routes belonging to the same customer.

The number of tenants that can be configured on a per customer basis is dependant on the number of configured customers and the amount of available memory. The maximum number of tenants is 512 per customer.

Tenants receive all the features defined by the customer. Features that are handled at the tenant level include:

- Incoming Call Indicators
- Call Waiting Indicator
- Recorded Overflow Announcement
- Listed Directory Numbers
- Attendant Overflow Position
- Night Directory Number

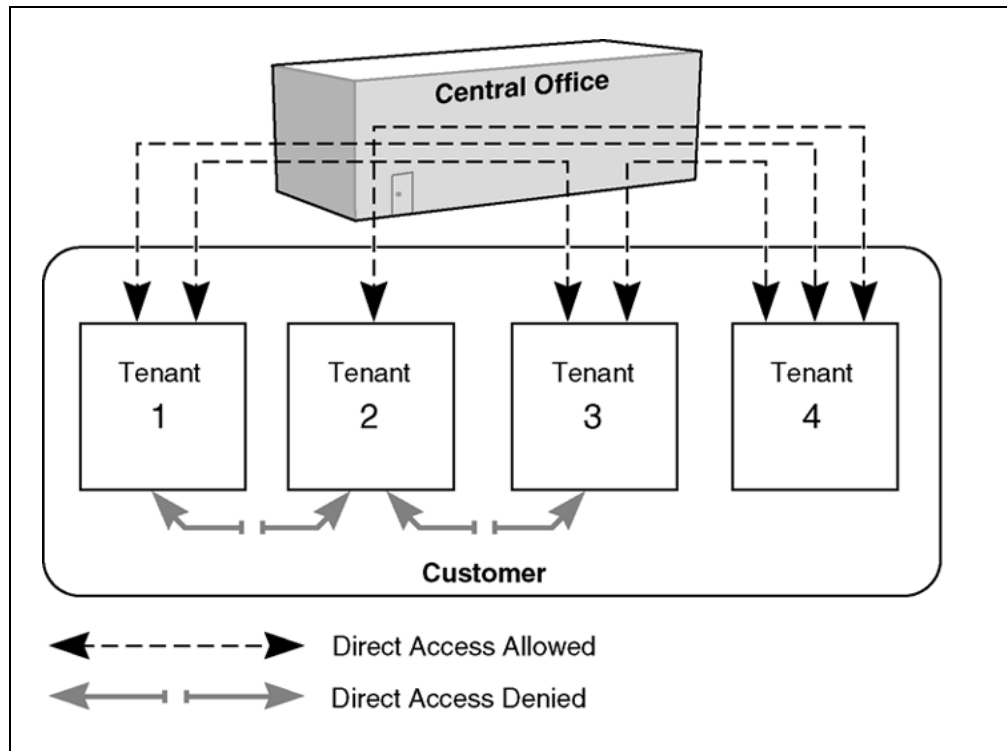
Tenants share the same numbering plan as their service provider. The following capabilities are defined on a tenant-by-tenant basis:

- Tenant-to-Tenant Access
- Tenant to Trunk Route Access
- Tenant to Attendant Console Grouping

## **Tenant-to-Tenant Access**

Calls between tenant groups for the same customer are defined by Tenant-to-Tenant Access. As shown in [Figure 50 "Tenant-to-Tenant access" \(page 609\)](#), a tenant is configured to allow or deny direct internal call access to some or all tenants of the same customer. To reach these tenants, the caller must dial the tenant Listed Directory Number (LDN) through the Central Office. Access is always two-way. Therefore, if Tenant A has direct internal call access to Tenant B, Tenant B also has direct internal call access to Tenant A. Customer telephones not belonging to a tenant have two-way access to all tenant telephones in the customer group.

**Figure 50**  
**Tenant-to-Tenant access**



As shown in [Table 25 "Tenant-to -Tenant Access allowed or denied"](#) (page 609), Tenant-to-Tenant Access allows or denies tenants of the customer:

**Table 25**  
**Tenant-to -Tenant Access allowed or denied**

Tenant	Direct access allowed	Direct access denied
1	3 and 4	2
2	4	1 and 3
3	1 and 4	2
4	1, 2, and 3	

### Outgoing Tenant-to-Trunk Route Access

Tenant-to-trunk route access applies only to outgoing calls. All tenants have access to incoming calls on any route. Customer telephones have access to all the customer outgoing routes.

A tenant can have private outgoing trunk routes assigned. This is done by denying all other tenants access to the routes. [Figure 51 "Tenant-to-Trunk Route Access"](#) (page 610) shows a diagram of the following tables.

**Table 26**  
**Tenant Access to Private Routes**

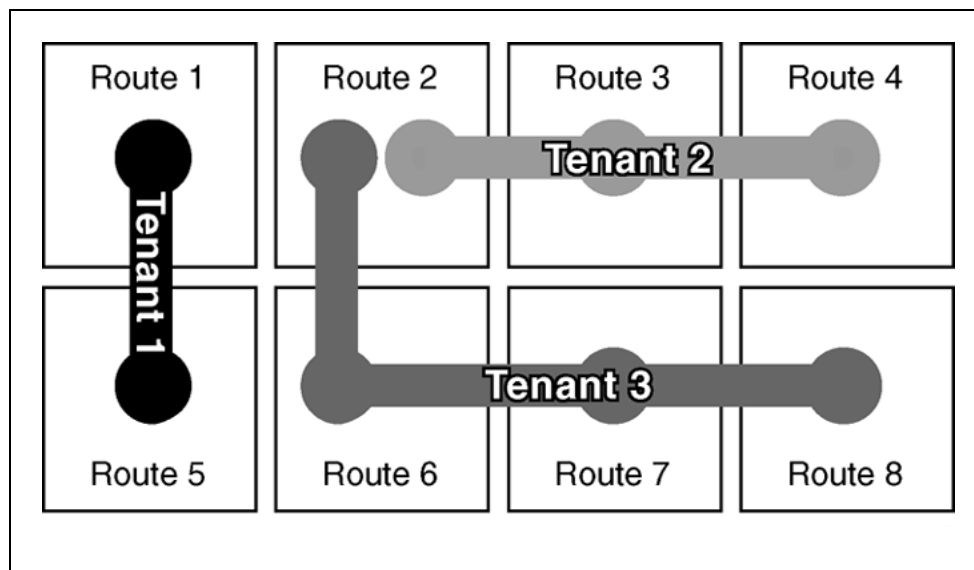
Tenant	Private Access Route
1	1 & 5
2	3 & 4
3	6, 7 & 8

A tenant can share outgoing trunk routes with other tenants of the same customer. As shown in [Figure 51 "Tenant-to-Trunk Route Access"](#) (page 610), Tenants 2 and 3 share access to route 2.

**Table 27**  
**Tenant Restrictions to Outgoing Routes**

Tenant	Restricted Access to Trunk Routes
1	2, 3, 4, 6, 7 & 8
2	1, 5, 6, 7 & 8
3	1, 3, 4 & 5

**Figure 51**  
**Tenant-to-Trunk Route Access**



### Tenant to Attendant Console Grouping

With Multi-Tenant Service, all attendant consoles are placed into groups which are associated with specific tenants and specific incoming trunk routes. The Group Number range is 0 to 511. All attendant consoles configured for a customer are automatically members of group 0. The other groups are defined in the software to fit tenant requirements.

**Tenant-to-Attendant Access (Internal Calls)**

Tenant-to-Attendant Access specifies which Attendant Console Group receives automatic presentation of a tenant dial-zero calls.

**Trunk Route-to-Attendant Access**

Route-to-Attendant access specifies which Attendant Console Group receives automatic presentation of incoming calls from a particular route.

**Console Presentation Groups**

Console Presentation Groups (CPGs) are assigned to handle attendant calls from one tenant for a customer or for calls originating from certain trunks in a particular route.

Most attendant console features and parameters apply to CPGs. For more information, see ["Attendant console features" \(page 611\)](#).

**Attendant console features****Internal attendant-DN calls**

When a tenant telephone dials the attendant DN, the call is presented to an idle attendant console. The call is routed to an Attendant Group associated with the tenant of the calling telephone, if Attendant Console Groups have been specified for the tenant. Otherwise, calls are presented to any idle attendant console belonging to the customer. For example, in , an attendant DN call from a Tenant 2 telephone is presented to an idle attendant in group 2 (console 1 or 2).

**Incoming external calls**

Incoming external calls are presented only to the Attendant Console Group specified to serve the trunk group. Also from [Table 28 "Typical attendant group arrangement" \(page 612\)](#), incoming calls on route 3 are presented to attendant consoles in group 6 (console 9 or 10).

**Attendant Initiated Calls**

All attendants have access to the customer numbering plan and can initiate a call to any customer tenant.

**Attendant Overflow Position (AOP)**

The Attendant Overflow Directory Number (AODN) should be accessible to all tenants. Attendant calls from tenants who do not have AODN access will not divert to AODN. They remain in the attendant queue.

**Attendant Recall**

When a tenant telephone recalls the attendant, the call is presented to an attendant in a group specified for the tenant of the calling telephone.

### Attendant Extended Call

When an attendant extends a call from tenant A to tenant B, a 3-way conversation is set up only if tenant A and tenant B are allowed Tenant-to-Tenant Access.

### Automatic Timed Recall (ATR)

When Automatic Timed Recall (ATR) alerts the attendant, the call is presented to an attendant within the Tenant group of the originally called number.

### Console Presentation Group

A Console Presentation Group (CPG) is a subset of all consoles configured for a customer. A CPG is assigned to handle attendant calls from one tenant for a customer, or calls originated by trunks on a route.

CPG improves functions on the following CPG Level Services:

- **Attendant Overflow Positions** Each CPG can have its own AOP-DN and waiting time threshold.
- **Call Waiting Indication** The count thresholds, timers and buzz options for Call Waiting are defined for each CPG.
- **Incoming Call Identification** The ICI keys are defined for each CPG. Attendants see only those ICI key definitions for their own CPG.
- **Listed Directory Numbers** Each CPG allows four LDNs.
- **Night Service** Each CPG can go into Night Service mode regardless of the status of the other CPGs.

### Access to incoming trunk routes

Any tenant can access an incoming call from any incoming trunk route. Attendant Console Groups can be specified to receive automatic presentation of incoming calls from specified routes. This includes calls that terminate at an attendant console and calls that intercept to an attendant console. For example, as seen in [Table 28 "Typical attendant group arrangement" \(page 612\)](#), incoming calls on route 2 are automatically presented to Attendant Console Group 5 (console 7 only).

**Table 28**  
**Typical attendant group arrangement**

Attendant group number	Attendant consoles	Incoming Trunk routes	Tenant
0	1-10		
1	1		1
2	1, 2	1	2
3	1		3

Attendant group number	Attendant consoles	Incoming Trunk routes	Tenant
4	3, 4	4	
5	7	2, 5	
6	9, 10	3	

### Access to outgoing trunk routes

Tenants dial the appropriate trunk route Access Code to connect to a trunk route. Access Codes are assigned on a trunk route basis. Therefore, all tenants use the same Access Code to connect to a particular route. Customer telephones have access to all outgoing trunk routes belonging to their customer. Access to specific trunk routes is allowed or denied to individual tenants through service change. Tenants who attempt to access denied routes receive normal intercept treatment.

## Operating parameters

Multi-Tenant Service is not supported by Meridian Mail applications. Traffic data is collected on a per customer basis only.

Tenants can receive private or shared access to the Modem Trunk routes configured for their customer.

All tenants have access to their customer Music trunks.

Tenants can receive private or shared access to the Paging routes configured for their customer.

All tenants can access their customer recorded Announcement (RAN) trunks.

Individual tenants can be allowed or denied trunk access (private or shared) for the following trunk types:

- Add-on Data Module
- Centralized Automatic Message Accounting
- Common Controlled Switching Arrangement
- Central Office
- Direct Inward Dialing
- Dictation trunk
- Direct Outward Dialing
- Foreign Exchange
- Modem
- Paging trunk

- TIE
- Wide Area Telephone Service.

There are no restrictions on calls routed to the following trunk types:

- Automatic Identification of Outward Dialing
- Music trunk
- Recorded Announcement
- Release Link
- Main
- Release Link
- Remote Emergency Recorder

## Feature interactions

### Access Restrictions

Multi-Tenant Access Restrictions affect the way that tenants interact with other tenants, trunk routes, and attendant consoles.

In general, Multi-Tenant Access Restrictions take precedence over the system features with which they interact.

For example, when a direct Tenant-to-Tenant call has been made, the called party cannot transfer the call to a different tenant if the first and third tenants are denied access to each other.

In addition to Class of Service and Trunk Group Access Restrictions (TGAR) and Trunk Access Restriction Group (TARG) restrictions, Multi-Tenant Service can impose the following access restrictions:

- Tenant-to-Tenant
- Tenant-to-Trunk Group
- Tenant-to-Attendant Group
- Trunk Group-to-Attendant Group

### Attendant Administration

An Attendant can dial the Access Code and activate the Administration Mode for that CPG group. In this mode, attendants can modify the configuration of any telephone for this customer.

### Automatic Timed Recall

When Automatic Timed Recall (ATR) alerts the attendant and Multi-Tenant Services are in effect, the call is presented to an attendant in the same tenant group as the originally dialed DN.



## Basic Authorization Codes

All tenants share their customer Authorization Code tables. However, Tenant-to-Tenant and Tenant-to-Trunk Route specifications override Basic Authorization Codes (BAUT).

## Call Detail Recording

With Multi-Tenant Service, all tenants are included in CDR records. The tenant numbers of the originating and terminating parties are added to the CDR records as shown in [Table 29 "CDR record types and descriptions" \(page 615\)](#).

**Table 29**  
**CDR record types and descriptions**

CDR record type	Description
A	Authorization Code
C	Charge Account
E	End
L	Internal Record
M	Charge Conference
N	Normal
P	Calling Party Number
Q	Connect Record
S	Start

Tenant and customer numbers are included by the system in the CDR output to provide the customer with data for call billing and chargeback activities.

## Call Forward All Calls

### Originating Party COS

If the calling party (CFO) option is defined in the Customer Data Block (LD 15), inter-tenant Call Forward is allowed if the calling party tenant has access to the Call Forward DN tenant and the dialed DN tenant. If the Call Forward DN is in a tenant group that the caller cannot access, the DN is treated as invalid, and the caller receives an overflow tone. The software performs an access check.

### Forwarding Party COS

If the forwarding party (CFF) option is defined in the Customer Data Block (LD 15), inter-tenant Call Forward is allowed if the Call Forwarding party tenant has access to the tenant of the Call Forward DN. The local Telephone Company decides whether the option is available.

**Call Forward Busy**

DID calls to a busy telephone are forwarded to an idle attendant console specified for the tenant of the dialed telephone.

Hunting and Call Waiting take precedence over Call Forward Busy.

**Call Forward No Answer****Attendant option**

After a customer-defined number of rings, an unanswered call forwards to an idle attendant console specified for the tenant of the dialed telephone.

**Any DN option**

If the tenant of the calling party has access to the tenant of the Call Forward DN, the unanswered call forwards to the Call Forward DN. If Tenant-to-Tenant Access is denied, the call is processed as if no CFNA-DN exists.

**Secretarial Filtering**

Calls receive Secretarial Filtering only if the tenant of the Call Forward DN is accessible by the tenant of the caller.

**Call Forward No Answer, Second Level**

All of the same operations apply to the forwarded DN when Second Level CFNA is allowed.

**Call Forward by Call Type**

The originally dialed DN must have access to the tenant of the forwarding DN. This allows external calls to easily forward to the programmed DN.

To forward an internal call by CFCT, the originator must have access to the tenant of the programmed forwarding DN.

**Call Park**

Parked calls recall back to the Attendant who parked them. If that attendant goes into Position Busy mode, then the Parked call recalls to an attendant in the same CPG as the original. Recalls to Attendants going into Night Service mode return to the attendant queue until the caller abandons the call.

Tenant access checking between telephone (A) who picks up a parked call, and party (B), who parked the call, is enforced as follows:

- If B is a telephone, tenant-to-tenant access must be allowed between A and B.
- If B is an attendant, A and B must belong to the same CPG for tenant-to-tenant access.

- If access is denied, telephone A (who intends to pick up the access-denied parked call) receives a blocking tone.

**Call Transfer**

A telephone user can transfer its original party to a third party only if the transferred parties can access each other. Software prevents joining tenants who are denied access to each other.

**Calls Waiting Indication**

The Calls Waiting Indication displays the calls waiting count for the customer. It is not tenant related, but because routes and tenants specify the consoles to which calls are automatically presented, a non-zero call waiting count can be displayed. This occurs even though no calls are presented to the console.

**Centralized Attendant Service**

Specific attendant consoles can be assigned to receive automatic presentation of incoming calls from Release Link-Main (RLM) trunks.

All tenants have access to Release Link-Remote (RLR) trunks.

**Code restriction**

The code restriction data configured for a customer, applies to all tenants belonging to that customer.

**Conference**

All members of a conference must have access to each other. Large System software runs an access check which prevents the addition of access denied tenants.

**Controlled Class of Service**

The tenant of the Controlled Class of Service Controlling Station must have access to the tenant of the controlled telephone to activate CCOS.

**Departmental Listed DN**

The Departmental Listed Directory Number (DLDN) takes precedence over Multi-Tenant Service. For either Dial-Zero or Recall, initiated from a tenant telephone, two events may occur. First, the call is presented to the DLDN attendant when the telephone has specified DLDN. Second, the call is presented to the console specified by the telephone tenant when the telephone does not have DLDN specified.

**Dial Intercom Group**

The tenant of the dialing telephone must have access to the tenant of each telephone reached by Dial Intercom Group (DIG) dialing.

**Electronic Switched Network**

All tenants have access to the Electronic Switched Network (ESN) features specified at the customer level. Except for Tenant-to-Route access, all ESN features are identical for each tenant belonging to the same customer.

**Coordinated Dialing Plan**

All tenants can access the complete Coordinated Dialing Plan (CDP) if they are configured for access to TIE trunk routes that are a part of the CDP.

**Flexible Call Back Queuing**

The originating tenant must have access to an eligible route in the Call Back Queue (CBQ) route list.

**Free Calling Area Screening**

Free Calling Area Screening checks occur normally if the originating tenant has access to the selected route.

**Basic Alternate Route Selection, Network Alternate Route Selection**

All tenants have access to the Basic Alternate Route Selection, Network Alternate Route Selection (BARS/NARS) Access Codes of their customer. Tenants that do not share access to the selected route are denied access to that route.

**Network Authorization Code**

Network Authorization Code (NAUT) does not override Tenant-to-Route Access restrictions within the call originator Large System.

**Network Speed Call**

All tenants have access to their customer Network Speed Call (NSC) lists. Any route selected by NSC must have Tenant-to-Route Access allowed.

**Off-Hook Queuing**

Off-Hook Queuing (OHQ) is allowed if the tenant has access to a route in the initial route list of their customer that is eligible for OHQ.

**Flexible Hot Line**

Flexible Hot Line allows designated telephones to place calls to a predetermined destination by going off-hook. If the Hot Line telephone tenant does not have access to the tenant of the Hot Line DN, standard intercept treatment is provided.

**Group Call**

Group Call allows a Meridian 1 proprietary telephone user to place a call to a maximum of 10 (maximum of 6 for Small Systems) predefined DNs simultaneously by pressing a Group Call key. The tenant of the telephone initiating the Group Call must have access to the tenant of each member in

the group. Restricted members are excluded from the group. The system undertakes access checks comparing the originator against each group member.

## Hunting

Circular, Linear, Secretarial or Short Hunting routes call from a busy DN to the next idle DN in a prearranged group. If the hunted DN being hunted is not accessible to the dialing telephone, it is handled as an invalid member in the hunting chain. Short Hunting requires that all DNs configured on a QSU telephone belong to the same tenant.

## Hunting Route

One step Route Hunting takes place between routes of the same trunk type. Tenants share their customer route hunting specification and can use the stepped to route if they have Tenant-to-Route Access allowed for the route.

## Integrated Messaging System (IMS)

Tenants can share or be denied access to their customer IMS.

## Integrated Voice Messaging System (IVMS)

Tenants can share or be denied access to their customer Integrated Voice Messaging Service (IVMS). Tenants who do not have direct access to each other can use the IVMS Broadcast capability to leave messages for each other.

## Intercept Treatment

All tenants share the customer intercept specification.

When Tenant-to-Route Access restricts a Basic Alternate Route Selection (BARS)/Network Alternate Route Selection (NARS) call, intercept treatment is the same as any invalid BARS/NARS call.

When an internal call intercepts to an attendant because of defined restrictions or dialing irregularities, it automatically presents the call to one of the attendant consoles specified for the calling tenant.

When intercept treatment includes a Recorded Announcement (RN) and Tenant-to-Tenant Access restricts a call, an Access Denied RAN plays.

## Field Lamp Array

The Lamp Field Array, located on either an attendant console or a QSU telephone, indicates the busy/idle status of 150 consecutive DNs. These DNs display regardless of Tenant-to-Tenant Access specifications of the array equipped tenant telephone. For this reason, the DNs assigned in the array should be accessible by the tenant of the array associated telephone.

### **Maintenance telephone**

QSU telephones with maintenance allowed COS must receive access to all tenants, all trunk routes, and all attendant consoles.

### **Manual service**

When a manual telephone goes off-hook, the call is presented to an idle attendant console belonging to a group specified for its tenant.

### **Manual Trunk service**

When an incoming trunk terminates on a DN, there is no access check. Incoming trunks terminate on an attendant console only if the console is specified for that manual trunk route.

Tenant-to-Route access checking is completed for outgoing manual trunk calls.

### **Multiple Appearance DNs**

All appearances of a DN should reside on telephones belonging to the same tenant. When a multiple appearance DN is called, the last non-fully restricted Terminal Number (TN) in its TN list determines the terminating tenant number for Tenant-to-Tenant Access checking.

### **Multiple Listed Directory Numbers (MLDN)**

Route-to-Attendant Console Access determines which Attendant Console Group receives automatic presentation of calls from a specific Direct Inward Dialing (DID) trunk route. Each of the four DID LDNs are configured to have its calls presented at the loop key of specific attendant consoles by using DLDN.

### **Night Service**

Automatic Call Distribution (ACD) allows special functionality for the system under certain conditions, such as Night Service.

The Night DN should be assigned as a customer resource so all tenants have access to the Night DN for internal calls when Night Service is in effect. Otherwise the call is treated as if no Night DN exists.

### **Position Busy**

When all attendant consoles designated to receive incoming trunk calls from a particular trunk route are in Position Busy, incoming trunk calls from those routes are directed to the Trunk Night Service DN.

### **Office Data Administration System**

Office Data Administration System (ODAS) does not contain tenant information.

**Ring Again**

Ring Again is permitted when the originating tenant has access to the destination tenant.

**Ringling Number Pickup**

Ringling Number Pickup (RNPU) enables a telephone to answer calls to other telephones in the same RNPU Group. All tenants have access to their customer RNPU Access Code. Members of an RNPU group can only answer calls for other members if their tenant has access to the tenant of the calling party. For this reason, members of an RNPU group are selected from telephones belonging to the same tenant. The calling party access is checked against the called party by the system.

**Route Selection-Automatic Number Identification**

All tenants can dial the Route Selection - Automatic Number Identification (RS-ANI) DN. The ANI route selected from the RS-ANI list is used only if the tenant of the originating telephone has access to the route.

**Secrecy**

The Secrecy option, specified for a customer, applies to all CPG attendants for that customer.

**Speed Call**

Speed Call allows a telephone user to place calls to specified DNs by dialing a two-digit code. A user of a Speed Call List receives normal intercept treatment if the tenant does not have access to the listed destination tenant.

**Supervisory consoles**

Supervisory consoles specified for a customer belong to one Console Presentation Group (CPG). In the Supervisory mode, ICI lamps show only the information for ICIs in that CPG. The thresholds specified in the Customer Data Block apply only to the CPG where that console resides, and they do not affect any other CPG.

**System Speed Call**

All tenants share their customer System Speed Call (SSC) lists. When a System Speed Call DN is used Tenant-to-Trunk Route access restrictions apply.

**Trunk Group Access Restrictions**

All tenants share their customer Trunk Group Access Restrictions (TGAR), but Tenant Service Access restrictions take precedence, even though the telephone COS and TGAR do not restrict access to a route. Normal intercept treatment is provided when Tenant Service Access is denied.

**Trunk routes**

**Voice Call**

Tenant-to-Tenant Access must be allowed between the Voice Call originating telephone and terminating telephone.

**Feature packaging**

The following packages are required for Multi-Tenant Service:

- Multi-Tenant Service (TENS) is package 86, which requires:
  - Console Presentation Groups (CPGS) package 17.

Other features expected in a Console Presentation Group environment must be packaged for complete functionality. They are as follows:

- Centralized Attendant Service-Remote (CASR) package 26
- Centralized Attendant Service-Main (CASM) package 27
- Recorded Overflow Announcement (ROA) package 36
- Attendant Overflow Position (AOP) package 56

The maximum number of route list entries for BARS/NARS is always 64.

CPG services are mutually exclusive with Departmentally Listed DNs (DLDN).

**Feature implementation****Task summary list**

The following is a summary of the tasks in this section:

1. ["LD 93" \(page 623\)](#)  
Enable, disable, or print Multi-Tenant Service for a specified customer.
2. ["LD 93" \(page 623\)](#)  
Allow, deny, or print Tenant-to-Tenant Access for a specified tenant.
3. ["LD 93" \(page 623\)](#)  
Allow, deny, or print Tenant-to-Route Access for a specified trunk route.
4. ["LD 93" \(page 624\)](#)  
Add Console Presentation Group.
5. ["LD 93" \(page 624\)](#)  
Assign Tenant-to-Attendant Console access.
6. ["LD 93" \(page 624\)](#)  
Assign Attendant Console group number.
7. ["LD 10" \(page 625\)](#)



Add Multi-Tenant Service assignments on analog (500/2500) telephones.

8. "LD 11" (page 625)

Add Multi-Tenant Service assignments on proprietary telephones.

**LD 93**

Prompt	Response	Description
REQ	NEW OUT PRT	Add, remove, or print.
TYPE	TENS	Tenant service data block.
CUST	xx	Customer number, as defined in LD 15
TEN	1-511	Tenant Number.

**LD 93**

Prompt	Response	Description
REQ	CHG PRT	Change or print.
TYPE	TACC	Tenant-to-Tenant Access Data Block.
CUST	xx	Customer number, as defined in LD 15
TEN	1-511	Tenant number. Tenant 0 is reserved for telephones with a TEND Class of Service.
ACC	DENY	Tenants denied access are to be entered.
	ALLOW	Tenants allowed access are to be entered.
DENY	1-511 1-511	Tenant numbers denied access to and from this tenant (prompted if ACC = DENY).
	ALL	All tenant numbers denied access to and from this tenant (tenant can only access itself).
ALLOW	1-511 1-511	Tenant numbers allowed access to and from this tenant (prompted if ACC = ALLOW).
	ALL	All tenant numbers allowed access to and from this tenant.

**LD 93**

Prompt	Response	Description
REQ	CHG PRT	Change, or print.
TYPE	RACC	Tenant-to-Route Access Data Block.
CUST	xx	Customer number, as defined in LD 15
ROUT		Route number
	0-511	Range for Large System and CS 1000E system.
	0-127	Range for Small System and Media Gateway 1000B.
ACC	DENY	Tenants denied access to the route are to be entered.
	ALLOW	Tenants allowed access to the route are to be entered.

Prompt	Response	Description
DENY	1-511 1-511 ALL	Tenant numbers denied access to this route (prompted if ACC = DENY). All tenant numbers denied access to this route.
ALLOW	1-511 1-511 ALL	Tenant numbers allowed access to this route (prompted if ACC = ALLOW). All tenant numbers allowed access to this route

**LD 93**

Prompt	Response	Description
REQ	NEW CHG	Add, or change.
TYPE	CPG	Console Presentation Group data block.
CUST	xx	Customer number, as defined in LD 15
AGNO	1-63	Attendant Console Group number.  Attendant Console Group 0 (AGNO 0) always exists and contains all attendant consoles configured for the customer.
ANUM	1-63 1-63	Add attendant console numbers.

**LD 93**

Prompt	Response	Description
REQ	CHG PRT	Change, or print.
TYPE	TCPG	Tenant -to-Attendant Console Group data block.
CUST	xx	Customer number, as defined in LD 15
TEN	1-511	Tenant number. Tenant 0 is reserved for telephones with a TEND Class of Service.
AGNO	0-63	Attendant Console group number.

**LD 93**

Prompt	Response	Description
REQ	CHG, PRT	Change, or print.
TYPE	RCPG	Route-to-Attendant Presentation Group data block.
CUST	xx	Customer number, as defined in LD 15
ROUT		Route number
	0-511	Range for Large System and CS 1000E system.
	0-127	Range for Small System Media Gateway 1000B.
AGNO	0-63	Attendant Console group number.

**LD 10**

Prompt	Response	Description
REQ:	CHG	Change.
TYPE:	500	Telephone type.
TN		Terminal number
	l s c u	Format for Large System and CS 1000E system, where l = loop, s = shelf, c = card, u = unit.
	c u	Format for Small System and Media Gateway 1000B where c = card and u = unit.
CLS	(TEND)	Tenant service (denied) (station shares customer resources and is a non-tenant).
	TENA	Tenant service allowed.
TEN	1-511	Tenant number (prompted if CLS = TENA). Tenant 0 is reserved for telephones with a TEND Class of Service.

**LD 11**

Prompt	Response	Description
REQ:	CHG	Change.
TYPE:	a...a	Telephone type. Type ? for a list of possible responses.
TN		Terminal number
	l s c u	Format for Large System and CS 1000E system, where l = loop, s = shelf, c = card, u = unit.
	c u	Format for Small System and Media Gateway 1000B where c = card and u = unit.
CLS	(TEND)	Tenant service (denied) (station shares customer resources and is a non-tenant).
	TENA	Tenant service allowed.
TEN	1-511	Tenant number. Tenant 0 is reserved for telephones with a TEND Class of Service.
		Prompted if CLS = TENA.

**Feature operation**

No specific operating procedures are required to use this feature.

