

**State of Wisconsin**  
**Local Voice Service (Centrex)**  
**Service Offering Definition (SOD)**



## Document Revision History

Date	Version	Creator	Notes
9/26/08		Mark Rappe	
11/19/08	1.0		edits
12/19/08	1.1	Dan Proud	Edited cover, footers
03/25/09	1.1	Adauto Araujo	Corrected link to Roles and Responsibilities
2/15/21	1.2	Barb Ripp, Krista Knight	Removed Service Period section (this information exists elsewhere) and updated links.

## Table of Contents

Introduction .....	4
What Is Included .....	4
What Is Not Included.....	4
Benefits.....	4
Roles and Responsibilities .....	4
Performance Metrics (Monitoring/Alerting/Reporting) .....	4
How Services Are Charged .....	4
Notes: .....	4

## Introduction

Local Voice Service provides Centrex telephone service for State of Wisconsin agencies, Universities, Campuses and Authorized Users. These services are provided under contract as negotiated by DOA with ATT, CenturyTel, Verizon, Solarus, and Frontier Telephone.

## What Is Included

- Analog Centrex Access Lines
- ISDN Centrex Access Lines
- A full list of features by location are available at [https://det.wi.gov/telecommunications/Shared%20Documents/centralOffice\\_A-Z\\_list.pdf](https://det.wi.gov/telecommunications/Shared%20Documents/centralOffice_A-Z_list.pdf)

## What Is Not Included

- PBX/Key system functionality
- Voicemail (provided under separate service)
- Long Distance Services (provided under separate service)
- VoIP services

## Benefits

- To provide affordable and reliable voice communication services to State of Wisconsin agencies, Universities, and Campuses.

## Roles and Responsibilities

Roles and Responsibilities for Local service can be found [here](#).

## Performance Metrics (Monitoring/Alerting/Reporting)

There are no monitoring or alerting metric for this service. These voice services have a long history of unparalleled reliability and uptime.

Reporting Metrics for Local Voice Services are part of the enterprise mandatory contracts.

## How Services Are Charged

Billings for all Local Voice Services are the responsibility of the contracted service provider.

Please see the [IT Services Rate Sheet](#) for rate information.

## Notes: