

G4 SMALL BUSINESS LINE HUNT GROUP II FEATURE

Small Business Line Hunt Group II (SLHG2) is a feature that enables a search for an idle line within a group of lines to which an incoming call can be completed. SLHG2 enables a group of lines to share common terminating features while enabling the lines to have individual originating features. SLHG2 is a subset of the Multiline Hunt Service business feature defined by Telcordia GR-569 and can be applied to Line Hunt Group (LHG) subscribers.

The following figure shows how subscriber lines may be grouped together into LHGs and how they are typically connected to the G4 Switching System:



MAIN NUMBER: 603-703-0444



A number of lines (terminals) are grouped together into a SLHG2. The SLHG2 has a Pilot directory number (DN) and each member of the SLHG2 is assigned a terminal number. The range of terminals is 1 to 24. When the SLHG2 Pilot DN is dialed, the call is directed to a start-hunt terminal. If the terminal is busy, the call hunts to the first idle terminal. If all terminals are busy, the caller receives a busy treatment. One of two hunt sequences may be defined for each SLHG2.

- **Regular hunt** – The hunt begins at terminal number 1 and proceeds through the terminal numbers until an idle terminal is found. When an idle terminal is found, the hunt stops and ringing is applied to the idle terminal. If all terminals are busy, the caller receives a busy treatment or can be forwarded to voice mail.
- **Uniform Call Distribution (UCD)** – UCD is a hunting scheme that provides equal distribution of incoming calls to idle terminals. It is similar to regular hunting except that the starting point for a hunt is the next terminal based on the previous hunt. For example, if the previous hunt found terminal four idle, the hunting starts on terminal five when the next incoming call arrives.

Each terminal within the SLHG2 may also be assigned a non-hunt DN. A call to a non-hunt DN is treated as a regular call. No hunting occurs and any subscriber features assigned to the line apply. Calls originating from terminals that do not have their own DN use the Pilot DN as the calling party number. Calls originating from SLHG2 terminals that have their own non-hunt DN use this DN as the calling party and may use either their non-hunt DN or the Pilot DN for billing.

Non-Hunt Directory Numbers

A SLHG2 terminal with a non-hunt DN is treated as any regular DN and may subscribe to any of the regular subscriber features. Features that use the last calling number, such as automatic recall, use the last calling number that dialed the non-hunt DN (not the Pilot DN).

Group Make Busy

This SLHG2 feature enables terminal #1 to make all terminals in the SLHG2 appear busy. This might be used during non-business hours to have all calls to the Pilot DN go to the voice mail system. Calls to the terminals with a non-hunt DN would not be affected. The default code to activate the feature is *94. The default code to de-activate the feature is *95.

Terminal Make Busy

This terminal (member) feature enables terminals to appear busy to the SLHG2. This would typically be used when the person associated with the terminal cannot take calls, such as when on a break. This does not affect calls originating from the terminal or calls to the terminal's non-hunt DN. The default code to activate the feature is *58. The default code to de-activate the feature is *59.