

## DIALING INFORMATION

### CALLING WITHIN CENTREX LOCATIONS

- A. To call another CENTREX number: Dial the required digit extension number.
- B. To call a local number: Dial 9 and then the 7- or 10-digit number.
- C. To call a long distance number or toll-free: Dial 9-1 and the 10-digit number.

### CALLING WITHIN NON-CENTREX LOCATIONS

Follow your dialing plan for local and long distance.

### DIRECTORY ASSISTANCE

(Local, Long Distance, State Government)

- A. Local – Dial 9 + 555-1212.
- B. Long Distance – Dial 9 + 1 + area code + 555-1212 OR 411, if applicable.

### THREATENING CALLS

- A. **PA-Team Call Trace \*57 Procedures** (Covers most of the TelCove Central Office Network) Call Trace Codes may vary by location. More information can be found on this subject in Management Directive 720.6 or the OA Keycom Website under TMO Information.
  - 1. Employee receives a **threatening call**, hangs up and immediately dials \*57 and hangs up again.
  - 2. Employee follows the inter-agency notification procedures if known, or
  - 3. Employee calls 717/506-HELP to report that a Call Trace has been initiated.
  - 4. The PA-Team Help Desk will immediately transfer the caller to the Unlawful Call Bureau (UCB).
  - 5. The UCB will require additional information from the Employee, and law enforcement involvement to proceed with the investigation.
- B. **“Other” Telephone Company Call Trace Procedures:**
  - 1. Employee receives a **threatening call**, hangs up and immediately dials \*57 and hangs up again.
  - 2. Employee follows the inter-agency notification procedures if known, or
  - 3. Employee calls the local Telephone Company Business Office to report that a Call Trace has been initiated.
  - 4. The local Telephone Company Business Office will immediately transfer the caller to the Unlawful Call Bureau (UCB).
  - 5. The UCB will require additional information from the Employee, and law enforcement involvement to proceed with the investigation.

### CONFERENCE CALLING

OA Voice & Video Network Services offers teleconference services to all state agencies and state-related institutions for a user fee of 8 cents per minute per connection. Teleconferences can be scheduled for as few as four but not more than 92 participants, depending on available capacity. Parties can be located anywhere in the United States and most locations outside the U.S. Pin numbers are unique to each conference. Recurring conferences can be scheduled until the end of the current year, on a first-come, first-served basis. For further information see our Website at <http://www.oit.state.pa.us/oaoit/cwp/view.asp?a=670&q=211305>, or to schedule a conference, contact us via email [ra-ctcvideoschedule@state.pa.us](mailto:ra-ctcvideoschedule@state.pa.us).

**Communication Tips can be found on the Commonwealth Telecommunications Services Website.**

<http://www.keycomm.state.pa.us>

### NOTE

**The use of all STATE telephone services is limited to official STATE business only.**

Reasonable use of the telephone for local calls for personal business by employees is permitted when such use does not interfere with an agency's operations. Personal long distance calls and telegrams are permitted if they are made collect or are charged to employees' personal credit cards or to employees' home telephone numbers.

ALL NUMBERS ARE IN THE 717 AREA CODE UNLESS OTHERWISE INDICATED