



## **A Message from the Office of the CIO Service Desk**

July 13, 2016

Over the next 12-16 months, the Office of the CIO will be moving towards more standardization in our dialing patterns.

**To accommodate these upcoming changes and scenarios, we are recommending that ALL local calls be made by dialing 9, 402-xxx-xxxx, effective immediately. This new dialing pattern will not incur additional charges so long as callers do not dial a “1” ahead of the area code. All long distance dialing patterns will remain the same.**

The State of Nebraska currently uses 5 prefixes in Lincoln. Those prefixes are 471, 479, 473, 458 and 472. For the past six years, 10 digit dialing has been required by the telephone company while placing calls between these prefixes. They are distributed across Lincoln in the following manner:

479: Nebraska State Patrol headquarters on Hwy 2, Nebraska Department of Roads headquarters on Hwy 2, Nebraska Department of Roads on 14<sup>th</sup> Street, Nebraska Department of Corrections at the LRC campus, Nebraska Department of Health and Human Services at the LRC Campus. Nebraska State PEN in Lincoln, Lincoln Correctional Center, and NDCS Diagnostic Evaluation Center.

472: UNL, Nebraska Educational Television.

471: Remaining Lincoln Centrex and PBX numbers.

473: Access Nebraska Call Center

458: Nebraska Department of Labor

State employees in Lincoln, Omaha and many other Nebraska cities have been able to utilize an abbreviated dialing pattern to reach other State telephone numbers within their prefix. For instance, if you are in Lincoln and have a 471-xxxx State telephone number you can simply dial 1-xxxx to reach another 471-xxx telephone number. If you have a 471-xxxx telephone number and are dialing to 479-xxxx you must dial 10 digits in order to reach that number. This is the general rule.

Going forward, there will be additional exceptions. For example, if you have a Lincoln telephone number today with a “471” prefix you will need to dial 10 digits to reach any telephone number on the new Enterprise VOIP system. Agencies moving some of their lines to the new Enterprise VOIP system will include Access Nebraska Call Centers, OCIO, Department of Labor, Health and Human Services Help Desk, some Nebraska Department of Corrections sites, and the Department of Revenue. Over the next

12-16 months, lines on these aging PBX systems will transition to the new system. Because the change will take place over period of months it will not be feasible to publish lists of telephone numbers on old systems vs. those that have moved to the new one.

The new Enterprise IVR/Call Center Primary system is currently being installed in the Lincoln Data Center and redundant system is being installed at the Omaha Data Center. This geographical split of the primary and secondary core will provide greater redundancy and resiliency as well as a potential reduction in operating costs. Separating the system cores geographically will ensure survivability of the Enterprise network in the event of a catastrophic Carrier outage in one of the core communities. However, this will require the use of Carrier SIP trunks for connectivity to the outside world as opposed to the standard Primary Rate Interface trunks being used today. The use of Carrier SIP trunks to transport calls between two different geographically separate communities will necessitate 10 digit dialing.

Over the past decade, dialing patterns within the Lincoln Community have evolved to be complicated in that callers using State telephones must decide whether to dial 10 or 5 digits based on where they are calling to. As our telephony infrastructure evolves further, complication will result. The implementation of a standard dialing plan now will ensure that all parties can be reached on the first call, eliminate multiple dialing patterns, and avoid further confusion as the telephony network evolves. As the Telecommunications industry has evolved we have seen a shift from abbreviated dialing to standard 10 digit dialing in most communities, within the cellular network, and anywhere that VOIP is being used to bridge geographical gaps. Moving to a Standardized 10 digit dialing plan will allow us to simplify dialing patterns and position our VOIP network for growth and potential cost savings in the future.

If you have any questions please contact the OCIO Help Desk at 402-471-4636