

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology
CALNET Program

| Category | Chapter Title | Chapter Number |
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| Acquiring Telecommunications Services | Toll-Free Telephone Service | 0507.0 |

PURPOSE

This section addresses guidelines for use of Toll-Free Telephone Service (such as 800, 866, 877, 888 numbers).

POLICY

State agencies may install and operate toll-free telephone service to provide public and local government agencies access to State agencies. State Law Government Code Section 14627 requires that toll-free telephone numbers must be published at least once in the California Regulatory Notice Register (CRNR). Publication in the CRNR can be accomplished by contacting the Office of Administrative Law (OAL) at (916) 323-6225; request and complete two copies of Form 400. Mail both copies of the Form 400 plus four copies of the information to be published to: OAL, 300 Capital Avenue, Sacramento, CA, 95814-4339. For more information about the regulations, contact the OAL Reference Attorney at (916) 323-6815. Agencies should be aware of, and comply with, these government guidelines.

GUIDELINES

The following criteria are guidelines to toll-free service management.

- Agencies shall maintain a list of all toll-free numbers billed to their agency and make the list available to the Department of Technology, CALNET Program upon request.
- Agencies should establish parameters identifying when toll-free service is to be implemented.
- Agencies should ensure that associated services such as Automatic Call Distribution (ACD) and Interactive Voice Response (IVR) are configured to minimize holding times for toll-free calls.
- Agencies shall contact the Office of Administrative Law to arrange publication of their toll-free numbers in the California Regulatory Notice Register.