

PBX / KEY SYSTEM / CENTREX PROGRAMMING TIPS FOR LEAST CALL ROUTING OF LIVE OPERATOR 411 - DIRECTORY ASSISTANCE CALLS

The following information provides details on how a Telecom Manager or Telecom Consultant for a business can bypass costly 411 / 1411 / NPA-555-1212 Live Operator Directory Assistance Services from Local and Long Distance Telephone Providers and Least Call Route (LCR) 411 calls to a lower priced TeleDeal Directory Assistance Call Center (DACC).

LCR is also known as Automatic Route Selection (ARS). Benefits: 80% typical savings with "ONE" Low Nationwide 411 Rate of \$.35 versus "MULTIPLE" Higher rates from numerous Telco providers. Refer to <http://1800teledeal.com/411.pdf> for a TeleDeal 411 Savings Table By State.

A Chart On Page 4 illustrates how traditional 411 Rates have been on the increase.

The TeleDeal DACC will also block Directory Assistance Call Completion for even greater 411 savings.

The first step is to determine how your telephone system is set up and if you have (a) a PBX Telephone System (mid to large businesses with 12 plus lines), (b) a KEY (KSU) Telephone System (small to medium businesses with 1 to 24 lines), (c) a CENTREX Telephone System which provides switching at the Local Telephone Company Central Office (ILEC or CLEC). Many larger businesses and organizations have a blend of all 3 types of telephone systems.

If you don't utilize a PBX or a Smart Programmable KEY system and have between 1 and 24 lines, DACC users has several alternatives: (1) Use an inexpensive programmable dialer to route 411 calls. See dialer info at <http://www.telcomproducts.com> OR (2) Use a SPEED DIAL Button (labeled 411) on each phone with the assigned toll free access number that goes into the DACC OR (3) Have the user dial the assigned toll free number that goes into the DACC. We suggest ANI Screening if any of these options are selected to prevent employee misuse or unauthorized use. ANI Screening is described on Page 3.

Alternative Suggestions: You can also easily designate a 3 or 4 or 5 digit extension or speed-dial number on most PBX - KEY - CENTREX telephone systems to forward calls to the assigned DACC toll free access number. Remember to also set up the 3 or 4 or 5 digit extension with the Call Forward Busy number pointed to the assigned DACC toll free access number ... this will provide multiple paths to the DACC. For example, ext 411, ext 4111 or ext 41111 can be dialed by employees and they would be instantly connected with Directory Assistance ... and, if that extension were busy, the call would still go through. Issue a memo or email or WEB Page notice to employees to dial this NEW 3 or 4 or 5 digit extension for Directory Assistance vs. the OLD 411 or NPA-555-1212.

Internal PBX / KEY System 411 Programming

-1 Local Directory Assistance Calls: (We highly recommend that all users be instructed to dial the simple and easy to remember "411" for ALL Local & Long Distance Directory Assistance Calls)

-1a If a user dials "411" or "1411"

-1b The PBX / KEY System drops the "411" or "1411"

-1c The PBX / KEY System substitutes and dials instead the toll-free access number or DID number provided to you to access Live Operator Directory Assistance Service. See illustration on Page 5.

-2 Long Distance Directory Assistance Calls for the United States, Puerto Rico, Canada:

-2a If a user dials "1-NPA-555-1212" NPA = Area Code

-2b The PBX / KEY System drops the "1-NPA-555-1212"

-2c The PBX / KEY System substitutes and dials instead the toll-free number or DID number provided to you to access Live Operator Directory Assistance Service. See illustration on Page 5.

-3 Additional Notes:

-3a The Long Distance Directory Assistance Calls in step 2 applies only to NPAs (Area Codes) in the United States, Puerto Rico, Canada. *The NPA Area Codes for other locations (International / Caribbean) listed below **should not be** routed to the DACC:*

| NPA | International Location |
|------------|-------------------------------|
| 242 | Bahamas |
| 246 | Barbados |
| 264 | Anguilla |
| 268 | Antigua/Barbuda |
| 284 | British Virgin Islands |
| 340 | US Virgin Islands |
| 345 | Cayman Islands |
| 441 | Bermuda |
| 473 | Grenada |
| 649 | Turks & Caicos Islands |
| 664 | Montserrat |
| 671 | Guam |
| 758 | St. Lucia |
| 767 | Dominica |
| 784 | St. Vincent & Grenadines |
| 809 | Dominican Republic |
| 868 | Trinidad & Tobago |
| 869 | St. Kitts & Nevis |
| 876 | Jamaica |

-3b Toll-Free Directory Assistance Service is provided free by AT&T. **800-555-1212 calls should be directed as dialed to AT&T and not the DACC.**

-3c You can simply this ... but with a warning! You can direct all "1-NPA-555-XXXX" calls to the DACC. But, if you do this by routing all "1-NPA-555-XXXX" calls to the DACC, users will be unable to dial other telephone numbers in the "1-NPA-555-XXXX" range. For example: "1-412-555-1515" or "1-800-555-3321" or "1-800-555-1212"

-3d We believe it may be easier to instead to: (1) Disallow (or recommend against) the dialing of regular "1-NPA-555-1212" calls to Long Distance Directory Assistance and

force (recommend) all users to dial "411" for both local/intrastate 411 calls and national directory assistance/interstate 411 calls. Please discuss the possible solutions on how this can best be accomplished on your PBX / Key System with your PBX / Key System Programmer or Telephone Maintenance person.

For **International Directory Assistance**, instruct callers to call AT&T and not the DACC. To reach AT&T International 411: dial 10-10-2880 (press #2). Alternatively, an excellent Online source for **International Directory Assistance** can be found at: <http://www.infobel.com/world/>

CENTREX

Have your CENTREX provider route all 411 directory assistance calls to the assigned DACC toll free access number AND NOT TO THE MORE EXPENSIVE TELCO PROVIDED DIRECTORY ASSISTANCE.

You may also want to instruct the CENTREX provider to block all NPA-555-1212 calls just as they can block 900 & 976 calls. If the CENTREX provider asks why you are doing this ... tell them 411 has been designated as a special one-call (411) company telephone number that will provide office users easier access in finding: (a) *internal* employee telephone office numbers as well as (b) *external* telephone numbers for your customers / prospects / vendors. Also see Alternative Suggestions on Page 1.

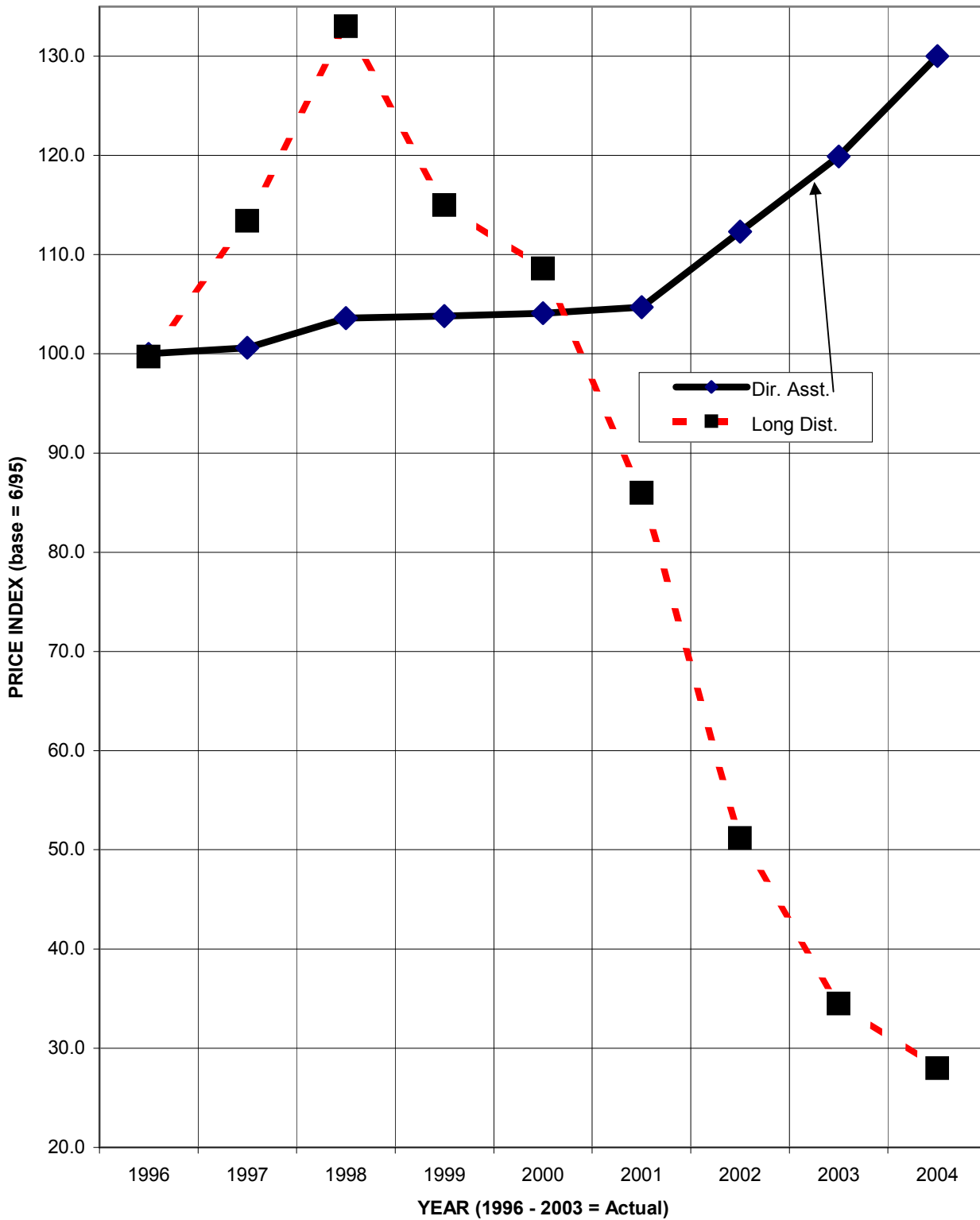
You can also call 1-800-CENTREX for general CENTREX questions or contact your CENTREX provider ... SBC, BellSouth, Verizon, Qwest, etc.

ANI SCREENING

The DACC provides the option for customers to use ANI (telephone number) screening so as to avoid unauthorized calls by outside users to your assigned toll free number or DID number which routes calls to the DACC - Directory Assistance Call Center. ANI screening is more commonly used by customers with non-programmable PBX systems or KEY systems. With the ANI Screening feature, the customer provides the DACC with a list of all valid ANIs that are to be allowed through on the toll free number or DID # for Directory Assistance. Only calls from those ANIs will be allowed to access the DACC - Directory Assistance Call Center. This allows the customer to deploy the service through programmable speed dial numbers or by giving the 800 number directly to employees. With ANI Screening, it is important for the customer to implement an administrative step that alerts the Directory Assistance Call Center to any new or deleted ANIs.

Additional Information On 411 Least Call Routing: Call TeleDeal at 800-835-3332 or your PBX / Telecom Maintenance Person.

Directory Assistance Rates Are Going Up As Long Distance Rates Are Going Down
(Source: US Bureau of Labor Statistics)



411 Least Call Routing To A DACC

