Policy

Policy Title:	DHS 800 Telephone Numbers				
Policy Number:	DHS-030-011	Version:	1.0	Effective Date:	09/23/2002

DHS Chief Administrative Officer   09/23/2002
Approved By: *(Authorized Signer Name)*   Date Approved

Overview

Purpose/Rationale:

To provide information and criteria for ordering and using toll free 800 phone numbers within the Department of Human Services.

Policy

1. **General**

   Toll free (800) phone numbers are a valuable tool for DHS clients and customers to reach us. 800 numbers allow a caller to access DHS staff and volunteers free of charge from anywhere in the state and sometimes the US. However, an 800 number is not always the most economically feasible alternative for DHS staff and clients to use. Certain criteria must be met for an 800-phone number to be ordered and used within DHS offices.

2. **Criteria for an 800 line**

   a. The following criteria must be met for an 800 number to be ordered and put in use at any DHS office:

      A. A majority of the clients dialing the 800 number are geographically situated so that a call to the main number of the DHS office in their area would be billed as a long distance call.

      B. A cost analysis of various factors weighed against the benefits to DHS customers of no charge calling to the DHS office. Factors include: installation charges, monthly charges, per-minute charges, type of line ordered (Megacom or Readyline).

3. **Use of 800#**

   a. Office staff and volunteers should always call in on a branch's main phone number. The cost differential in billing is good stewardship of our resources; per-minute charges for a regular toll call are always cheaper than an 800 call.

   b. 800 numbers should only be used by clients and customers.

4. **800# Requests**

   a. Requests for an 800 number for your office or program should be sent to DHS Facilities.

   b. Requests will be evaluated based on the 800 number criteria.

   c. DHS Facilities will make the final decision about the appropriateness of 800 phone number installation.

Procedure(s) that apply:

None

Form(s) that apply:

None

Definition(s):

Megacom: Type of 800-phone line that is on the State Network.

Readyline: Type of 800-phone line that is provided by a local telephone company.

Reference(s):

DAS Enterprise Network Services pricing

Contact(s):

Name: HSB Telecom; **Email:** .telecom@state.or.us

Policy History:

- **Version 1.0:**

  - 09/23/2002 Initial Release

Keywords:

(List keywords here that might be used by someone to search for this policy on the internet)