

Service Announcement

The Department of Information Services Telecommunication Services Division

Especially for Telecommunication Coordinators

January 13, 2005

TO: Telecommunications Coordinators

FROM: Eric Talberg, Manager
Local Telephone Services

SUBJECT: **PBX Caller ID Service – Olympia, Lacey and Tumwater**

The Department of Information Services (DIS) is now offering Caller ID Service as a feature option for PBX customers served from our Olympia Campus and Tumwater PBX systems. Caller ID service displays the names and numbers of individuals calling PBX numbers from the public network. As with home caller ID service, the system will not display identification information if the caller has blocked their number, and may not display information if a call is coming from some types of trunked business systems or pay phones.

An Avaya display phone is required for Caller ID service. Some newer display phones also maintain logs of incoming calls that can then be used to return calls that have been missed.

Caller ID can be a valuable tool for a variety of requirements such as assisting with emergencies involving children or people with disabilities, or identifying the source of threatening calls.

The default outbound identification for local calls from the campus PBX system remains “unavailable”. However PBX subscribers may elect outbound identification that will display “SOW State of WA” and the subscriber’s PBX telephone number for local calls.

The monthly rate for inbound and/or outbound caller ID is \$2.00 per line. There is a one-time non-recurring installation charge of \$1.25 per number to activate inbound caller ID.

To activate caller ID service on your PBX telephone line please contact your DIS Customer Service Representative.

For additional information about PBX One Number Service please contact Eric Talberg at (360) 902-3342.