Washington State Department of
Information Services

Service Announcement

August 16, 2011

TO: State agency staff

SUBJECT: Expanded local dialing for Avaya PBX systems

DIS operates Avaya Private Branch Exchange (PBX) telephone systems in the Olympia, Tumwater, Seattle, Spokane, and Tacoma. In late 2010, these systems were connected to an IP network that provides users with a greatly expanded local calling area.

Users can now dial the following area codes/prefixes without incurring long distance charges:

- 206 area code
- 253 area code
- 425 area code for prefixes in Bellevue, Everett, and associated areas (excluding the Snoqualmie area)
- 509 area code for prefixes in the City of Spokane
- 360 area code for prefixes in the City of Olympia

Over time, we intend to increase the number of prefixes that can be accessed. To dial the expanded local calling area for prefixes above, customers should dial 9 plus the 10 digit number.

If the call cannot be completed because it is not in the expanded calling area, or if the circuits are busy, users will receive a SCAN progress tone (three short beeps). The call can then be completed by using your seven digit SCAN authorization number, at SCAN rates, using the SCAN network.

There are no changes to existing four or five digit PBX dialing plans. Users should continue to dial 9 plus the seven digits for local calls within their current local calling area.

The SCAN long distance network will continue to be available for customers using telephone systems other than those listed on page two, and for calls that cannot be completed using 9 plus the ten digit number. Page two outlines the locations that have been programmed for expanded local calling.

Non-official use is subject to agencies' de minimus use policies.

Questions regarding this announcement can be directed to Eric Talberg at (360) 407-8736.

List of Avaya PBX sites programmed for expanded local calling areas

Olympia/Lacey/Tumwater Area Aberdeen	Eastern Washington	Seattle/Tacoma/Everett/Vancouver/
1500 Jefferson Building	Kennewick Edison DSHS	Everett DSHS DCS
Capitol Court	Kennewick Morain DSHS	Puyallup DSHS
Capview 1 & 2	Spokane Boone Street DSHS	Seattle Melbourne
Cherry Plaza	Spokane East (Trent) DSHS	Tacoma Centennial Bldg
DNR Bldg	Spokane N (Francis) DSHS	Tacoma DOC CJTC
DOL Black Lake	Spokane Rockpoint DSHS	Tacoma OAH
DOL & OAH Bristol Court	Spokane SW&C (Maple) DSHS	Vancouver DSHS
Dolliver Bldg	Spokane-Riverside OAH	Seattle Services for the Blind
DOP Capitol Way	Wenatchee DSHS	Bremerton DSHS
DOR	Yakima DSHS	
ESD Woodland Square		
ESD RAAD Bldg		
DSHS Blake Bldg		
DVA		
Fish & Wildlife		
GA Bldg		
Highway Licenses Bldg		
Insurance & Legislative Bldg		
Insurance Commissioner		
LCB Pacific Ave		
Lottery		
OB2		
Olympia OSE		
Olympia UTC		
OSPI HQ Bldg		
Parks Bldg		
Point Plaza		
Point Plaza East		
Rowe 6		
Sunset Life Bldg		
Town Square Bldgs 1, 2, & 6		
Tumwater DOC HQ		
Tumwater DOC Whse		
Tumwater L&I HQ		
Tumwater L&I Town Center		
DNR Tumwater Whse & Nursery		
Aberdeen DSHS		