



# Telecommunications Bulletin

Customer Service Center (CSC)

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## State-Wide Call Blocking on AT&T Centrex Lines

The Customer Service Center is initiating a project to block/disallow Directory Assistance 411 calls and the long distance carrier dial-around (10-10-XXX) option. The blocks will impact all AT&T Centrex users in cities identified on the attached listing. In large municipal areas, your agency may have users on both Centrex and other types of lines. If you need to distinguish which agency lines are AT&T Centrex vs POTTs or other business lines, you can search EMS for the following Catalog Codes:

SSCXL	Analog centrex line
SSDXL	Digital (P-phone) centrex line
SSDAN	Phantom number on a P-phone
SICLB	ISDN BRI line

If a user attempts a 411 or 10-10 dial-around call after the block is in place, the user will experience either a fast busy or a prerecorded message stating "the call cannot be completed as dialed." To avoid unnecessary questions or repairs directed to agency Telecommunications Coordinators and/or our CSC Service Desk, we ask that you notify your end users of the call blocking project.

We appreciate your cooperation and patience while this project segment, estimated at an annual state cost savings of \$120,000, is completed. Since your end users will no longer be able to dial directory assistance, we suggest you provide the following free, on-line resources for locating business and white page listings:

<http://www.switchboard.com/>  
<http://www.directoryassistance.com/>  
<http://www.anywho.com/whitepages>

The AT&T call blocking project will take several weeks and the target completion date is slated for October 31, 2012. The CSC will continue to investigate 411 and 10-10 dial-around call blocking on all types of state lines supported by all carriers. Additional Bulletins will be forwarded in advance when additional line blocks will be established. If you have any questions regarding this call blocking initiative, please contact Betty Russell at 217-785-4441 or by email at [betty.russell@illinois.gov](mailto:betty.russell@illinois.gov).

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## AT&T Centrex Cities

Alton  
Bellwood-Maywood  
Chicago Heights  
Des Plaines  
Edgemont  
Elk Grove Village  
Joliet  
Mt Vernon  
Palatine  
Petersburg  
Rockford  
Sterling  
West Chicago

Aurora  
Champaign  
Collinsville  
East St. Louis  
Edwardsville  
Glen Ellyn  
Kankakee  
Oak Lawn  
Park Forest  
Quincy  
Skokie  
Tinley Park  
Waukegan

Belleville  
Chicago (city)  
Decatur  
East Moline  
Elgin  
Harvey  
Moline  
Ottawa  
Peoria  
Rock Island  
Springfield  
Urbana