



# Telecommunications Bulletin

Customer Service Center (CSC)

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## State-Wide Call Blocking on Frontier Centranet Lines

Beginning August 1, 2013, CMS will initiate a call blocking project to disallow Directory Assistance 411 calls, the long distance carrier dial-around (10-10-XXX) option, & all international calling. The blocks will impact all Frontier Centranet users in cities identified on the attached listing. In large municipal areas, your agency may have users on both Centranet and other types of lines. If you need to distinguish which agency lines are Frontier Centranet, you can search EMS for the following Catalog Code:

SSGCL – analog Centranet line

If a user attempts a 411, 10-10 dial-around call or an international 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.

If you have any users &/or locations that require access to international calling, we can put an exception to the international blocking on any specific lines that need to make international calls. If you have any of these, please submit via e-mail, a list of those lines to Richard Freimuth prior to August 1<sup>st</sup>, & we will not have any international blocking added to those lines.

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 Frontier call blocking project will take several weeks and the target completion date is slated for September 30, 2013. CMS will continue to investigate 411, 10-10 dial-around and international 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 Richard Freimuth at 217-785-9211 or by email at [Richard.Freimuth@illinois.gov](mailto:Richard.Freimuth@illinois.gov).

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## Frontier Centranet Cities

Anna	Ashkum	Belvidere
Benton	Bloomington	Carbondale
Carmi	Chester	Clinton
DeKalb	DuQuoin	Elizabeth
Eureka	Fairfield	Flora
Freeport	Harrisburg	Highland
Jacksonville	Jonesboro	Kewanee
Lawrenceville	Lincoln	Macomb
Marion	Marissa	Marshall
McLeansboro	Metropolis	Monticello
Morton	Mt. Sterling	Murphysboro
Newton	Olney	Oregon
Paris	Pawnee	Paxton
Pecatonica	Pesotum	Pinckneyville
Pittsfield	Pontiac	Princeton
Richmond	Robinson	Sparta
Spring Grove	Sullivan	Sycamore
Tuscola	Ullin	Vienna
Whittington		