5.0 Verizon WITS 3 Dialing Instructions

5.1 Civilian Network

5.1.1 Civilian Dialing Plan

Table 5.1.1-1: Civilian Network Dialing Plan

Civilian Network Dialing Plan									
		LEVELS OF SERVICE							
Type of Originating Call	Digits Dialed	GS1	GS2	GS3	GS4	GS5	GS6	GS7	Description
Intra-Switch	7 Digit (7D)	X	X	X	X	X	X	X	Caller can call any 7D WITS 3 number served by the same switch.
Inter WITS 3 Switches	7 Digit (7D)	X	X	X	X	X	X	X	Any WITS 3 user assigned to any of the dedicated WITS NXX's will be allowed to call one another via 7-digit dialing. NXX's are: 305, 306, 308, 605, 208, 219, 273, 565, 418, 501,693, 606, 564, 482, 694, 502, 205, 260, 358, 401, 619, 690, 720, 708, 692, 268, 691, 734, 457, 504, 713, 415
Intra-WITS 3	9+7D/10D		X	X	X	X	X	X	Any 7D or 10D that are served by, and are part of the WITS 3 Network can call any WITS 3 user by the commercial dialing rules; "N0" message units apply.
Non-WITS 3 Government Numbers	9+7D/10D		X	X	X	X	X	X	This dialing sequence will access any non-WITS 3 Government numbers called, message units will apply.
Local Commercial Dialing	9+7D/10D			X	X	X	X	X	Calls via the Local PSN, message units apply.
Local Operator Assistance	9+0						X	X	This dialing sequence will provide local operator assistance.
Directory Assistance	9+411			X	X	X	X	X	This dialing sequence will provide local operator directory assistance.
Emergency Services	9+911	X	X	X	X	X	X	X	This dialing sequence will provide direct emergency assistance for fire, police, and ambulance.
FTS2001 & Other Carriers Long Distant Domestic Dialing	9+1+10D				X	X	X	X	This dialing sequence allows for any long distance calls within the continental US.
FTS2001 & Other Carriers International Dialing	9+011+Int'l #							X	Routes International calls to Agency selected International Service provider.
Time	9+844+2424			X	X	X	X	X	To reach the Verizon Time Announcement Service
Weather	9+936+1212			X	X	X	X	X	To reach the Verizon Weather Announcement Service
8XX Service	9+1+8XX+7D			X	X	X	X	X	Free direct dialed calls to 8XX numbers.

Civilian Network Dialing Plan									
		LEVELS OF SERVICE							
Type of Originating Call	**Digits Dialed**	**GS1**	**GS2**	**GS3**	**GS4**	**GS5**	**GS6**	**GS7**	**Description**
Government Calling Card	9+0+10D+CC #						X	X	Allows a Government credit card call to be direct dialed. The call will route to the Agency Selected Long Distant Carrier.
Canada & Caribbean	9+1+10D						X	X	Direct dialing for LD calls to Canada & Caribbean via PIC
IXC Operator	9+00							X	Operator assisted, National and International

Notes:

- NPA Codes 432, 900 & 976 are blocked for all Class of Services in all central offices.

- All Siemens EWSD switches will only be provided with 2 digit Speed Call lists (20-79), LN, MV, SP, and FC.

- Government Emergency Telephone Service (GETS) is allowed by GS4-7, by dialing 9+1+10D via FTS2001/Networx.

- NPA 700 is allowed for LCC GS4-GS7 & GD4-7.

- To forward numbers outside Centrex (CFBL, CFDA, CFV, etc.), *9 must be entered before the directory number.

- Other Line Class Codes assignments are GD1-GD7 for Data lines and GP1-GP7 for Packet.

- Centrex groups in the 5ESS switches include 2301 for analog, 2301D for ISDN, and 2301S for software numbers.

- Dial Internet service via NPA 500 will be allowed for GS6 and GS7 only.

- Commercial dialing rules may require user to dial 9+1+10D. Users within the WITS dialing area will not incur toll charges.

5.1.2 Civilian Feature Access Codes

Table 5.1.2-1: Civilian Feature Access Codes

WITS 3 Dialing Plan – Civilian Feature Access Codes	
Feature	**Code**
FTS long distance access	9
Local access	9
Call Forwarding – Feature Button on Set	
Call Forward Variable program/change Directory Number^	*723
Call Forward Variable activate	*722
Call Forward Variable deactivate	*732
Call Forward Busy program/change Directory Number^	*763

WITS 3 Dialing Plan – Civilian Feature Access Codes	
Feature	**Code**
Call Forward Busy activate	*762
Call Forward Busy deactivate	*772
Call Forward No Answer program/change Directory Number^	*765
Call Forward No Answer activate	*764
Call Forward No Answer deactivate	*774
Call Forwarding – Without Feature Button on Set	
Call Forward Variable program/change Directory Number^ and activate	*721
Call Forward Variable deactivate	*731
Call Forward Busy program/change Directory Number^ and activate	*760
Call Forward No Answer program/change Directory Number^ and activate	*761
Note: Once Call Forward Busy and Call Forward No Answer are programmed/activated, the feature cannot be deactivated. However, the programmed Directory Number can be changed.	
^ To program an off-network Directory Number, dial *9 before dialing the Directory Number	
Group Call Pickup	*79
Direct Call Pickup	*71
Change Speed Call 6-Number List	*74
Speed Call Codes 6-Number List	2-7#
Change Speed Call 80-Number List (or 30-Number List)	*75
Speed Call Codes 80-Number List (or 30-Number List)	00-79# (or 20-49#)
Note: Dialing # (pound key – lower right button) after the Speed Call Code quickens the process by alerting the switch that you've finished dialing.	
Automatic Callback activate ("repeat call")	*66
Automatic Callback deactivate (cancel "repeat call")	*86
Return Call activate	*69
Return Call deactivate	*89
Six-Way Conferencing	100
Message Waiting Light deactivate	*53
Manual Exclusion	Future
Block Caller ID on shared call appearance activate	*726
Block Caller ID on shared call appearance deactivate	*736
Call Trace	*57
* Asterisk (star key) is the lower left button on the touch-tone pad.	

5.2   Department of Defense Network

5.2.1   Department of Defense Dialing Plan

Table 5.2.1-1: Department of Defense Network Dialing Plan

Department of Defense Network Dialing Plan								
		LEVELS OF SERVICE						
Type of Originating Call	Digits Dialed	TP1	TP2	TP3	TP4	TP5	TP6	Description
DoD Operator Toll Denied	0	X	X	X	X			DoD Operator will provide directory assistance
DoD Operator Toll Allowed	0					X	X	DoD Operator will provide directory assistance, place operator assisted calls, connect to outside operator, place calling card calls, verify busy numbers and place interrupt calls for the end user.
DoD Intra-System (on-network)	7D	X	X	X	X	X	X	DoD intra-system calls dialing a uniform 7-digits will complete to all other on-net users telephone numbers.
Public Switched Network (PSN) Local-Commercial (off-network)	99+7D/10D/11D		X	X	X	X	X	This dialing sequence will access the PSN for local calling, including calls to other non-DoD local government numbers
PSN Local Operator Assistance (off-network)	99+0				X	X	X	This dialing sequence will provide local operator assistance.
PSN Local Directory Assistance (off-network)	99+411				X	X	X	This dialing sequence will provide local operator directory assistance.
PSN Local Emergency Services (off-network)	99+911	X	X	X	X	X	X	This dialing sequence will provide direct emergency assistance for fire, police, and ambulance.
Direct Dial Long Distance (DDLD)	99+1+10D					X	X	This dialing sequence will allow for any long distance calls within the continental US, Alaska, Hawaii, Guam, Puerto Rico, and US Virgin Islands. First choice routing is FTS-XXXX for supported codes with overflow routing by Primary Interexchange Carrier (PIC).
PSN Toll	99+1+10D				X			This dialing sequence will allow direct dialing for any long distance calling within NANP via PIC. Reserved for Concessionaires.
Long Distance Directory Assistance (LDDA)	99+1+NPA +555-1212					X	X	This dialing sequence will provide long distance operator directory assistance via FTS-XXXX.
LDDA via PIC (800/888/877)	99+00				X	X	X	This dialing sequence will provide long distance operator directory assistance from the user's preferred

Department of Defense Network Dialing Plan								
		LEVELS OF SERVICE						
Type of Originating Call	**Digits Dialed**	TP1	TP2	TP3	TP4	TP5	TP6	**Description**
								Interexchange Carrier, based on predefined line translations.
Toll-free Service (800/888/877)	99+1+8XX+7D		X	X	X	X	X	This dialing sequence will allow free direct dialed calls to 800/888/877 numbers.
FTS Credit Card	99+0+10D +Credit Card #					X	X	This dialing sequence will allow an FTS-XXX Credit Card call to be direct dialed. The call will route to the DoD authorized PIC which is currently VERIZON.
DSN Flash Override Precedence	90+7D/10D							Reserved for future MLPP Access. DSN Route Codes will be allowed as defined in DCEC R610-001. Reserve (80-89) & (95-98) for future use-per DCEC R610-001.
DSN Flash Precedence	91+7D/10D							
DSN Immediate Precedence	92+7D/10D							
DSN Priority Precedence	93+7D/10D							
DSN Routine Precedence	94+ "0"/7D/10D			X			X	This dialing sequence will allow DoD users to access the DSN for completion of on-net and off-net calls.
Canada & Caribbean	99+1+10D				X	X	X	This dialing sequence will allow direct dialing for LD calls to Canada & Caribbean via PIC.
IDDD International	99+011+				X	X	X	This dialing sequence will route international calls to current authorized PIC for international calls.
IDDD International Operator	99+01+				X	X	X	This dialing sequence will reach the PIC operator who will obtain the international operator.
Personal Interexchange Carrier Credit Card	99+(10XXXXX) +0+10D +Credit Card #		X	X	X	X	X	This dialing sequence will allow direct dialed Credit Card and operator assisted personal calls to be placed using either DTS-W's authorized or personal Interexchange Carriers. Note: XXXXX in the dialing sequence refers to IC specified digits.
Interexchange Carrier Operator Assistance	99+(10XXXXX) +0+10D		X	X	X	X	X	
Personal "950" Interexchange Carrier Credit Card	99+950+4D		X	X	X	X	X	This dialing sequence will allow direct dialed Credit Card and operator assisted personal calls to be placed using either DTS-W's authorized or personal Interexchange Carriers.
"950" Interexchange Carrier Operator Assistance	99+950+4D		X	X	X	X	X	

Notes: NPA Codes 432, 900 & 976 are blocked for all Levels of Service

5.2.2   Department of Defense Feature Access Codes

Table 5.2.2-1: Department of Defense Feature Access Codes

WITS 3 Dialing Plan – Department of Defense Feature Access Codes	
Feature	**Code**
Local (off-network) access	99
DSN access	94
Call Forwarding – Feature Button on Set	
Call Forward Variable program/change Directory Number^	*722
Call Forward Variable activate	*723
Call Forward Variable deactivate	*733
Call Forward Busy program/change Directory Number^	*724
Call Forward Busy activate	*725
Call Forward Busy deactivate	*735
Call Forward Don't Answer program/change Directory Number^	*726
Call Forward Don't Answer activate	*727
Call Forward Don't Answer deactivate	*737
Call Forwarding – Without Feature Button on Set	
Call Forward Variable program/change Directory Number^ and activate	*721
Call Forward Variable deactivate	*731
Note: Call Forward Busy and Call Forward Don't Answer can be programmed/changed, activated, and deactivated in the switch via a Service Order request.	
^ To program an off-network Directory Number, dial 99 before dialing the Directory Number.	
Group Call Pickup	*79
Direct Call Pickup	*71
Change Speed Call 6-Number List	*74
Speed Call Codes 6-Number List	2-7#
Note: Dialing # (pound key – lower right button) after the Speed Call Code quickens the process by alerting the switch that you've finished dialing.	
Change Speed Call 30-Number List	*75
Speed Call Codes 30-Number List	*20-49
Repeat Call activated	*66
Repeat Call deactivated	*86
Return Call activated	*69
Return Call deactivated	*89
Six-Way Conferencing	*100
Asterisk (star key) is the lower left button on the touch-tone pad.	

5.3   Hosted IP Centrex Dialing Plan and Feature Access Codes

Hosted IP Centrex fully supports the North American Numbering Plan, which uses dial 7 or 10 for outbound calling depending on the local dialing plan for their area. Intercom Calls can be set up by the administrator and can include 4-digit dialing within the system.

The system comes with the three system interface tools, the first two allow the designated Systems Administrator to control the dialing plans and feature access codes. The third is the actual end-user telephone, which provides some level of control to the end-user. Below is a brief overview of these three interfaces.

Administrator Web Dashboard (Verizon Customer Center Enterprise Dashboard)

The Administrative Web Dashboard provides administrators extensive self-administrative functionality to view and manage their end-user accounts in tandem with the associated equipment. Although the capabilities are extensive, the tool is intuitive and easy to use. Customers should experience reduced operational cost and improved organizational efficiencies over the traditional methods of telecom management. For example, customers with a PBX in a remote site would need to dispatch a technician to make a change or add an end user. The administrative interface reduces the amount of manual intervention required to move or set up a new end-user.

Below is a list that provides examples of some Hosted IP Centrex components that can be managed through the Administrative Web Dashboard. Additional details can be found within the Administrator User Guides.

- Authorize features to an end-user or group
- Manage feature packages
- Manage end-users
- Access reports including reports on outbound usage, use of remote office, etc.
- Configuring location features like auto attendants, set business hours, etc.
- Manage accounting and authorization codes
- Manage calling plans

Communication Manager

Communication Manager is a web-based interface that enables end-users to use and manage most of their features associated with the Hosted IP Centrex service. The tool is accessed from the Verizon Customer Center (http://customercenter.verizon.com).

There are 6 major sections to the interface.

1. **Profile:** This section allows end-users to set personal time schedules that effect features such as selective call forward and selective call rejection. Also contained within this section is the management of an end-users voice mail box.

2. **Incoming Calls:** The section enables end-users to configure how they may want to handle incoming calls by activating or deactivating subscriber services. An example would be anonymous call rejection or priority alert.

3. **Outgoing Calls:** In this section, the subscriber determines how outgoing calls are handled by setting preferences for subscriber services. The end-user is able to establish speed dial, turn on auto callback, and define a personal phone list.

4. **Call Control:** The call control section provides an area for additional features associated with call control to be turned on and off. A couple of examples include call waiting, customer originated trace, etc.

5. **My Preferences:** A smaller section than the others, the My Preferences section allows end-users to load or modify a personalized name for the auto-attendant and voice mail. If not set, the system will spell it out to the caller.

6. **Utilities:** Contained within this section is the ability to display feature access codes for the end-users features and to prevent the phone from receiving calls.

See the Verizon VoIP Subscriber User Guide for additional details on the Communication Manager.

Phones

The third user interface to the Hosted IP Centrex service will be the most frequently used by end-users, the phone. It is highly recommended that customers use Polycom IP phones to realize the most value from the service. However, other IP phones are available and agencies could use traditional phones connected to an integrated access device. End-users can do the obvious with their phones, make and receive calls, but also manage a number of their features through access codes and menus on the phones. Additional information is provided within each phones user guide.

IP Trunking Dialing Plan and Feature Access Codes

IP Trunking fully supports the North American Numbering Plan, which uses dial 7 or 10 for outbound calling depending on the local dialing plan for their area. As with traditional PBXs, end-users that are connected to the WITS 3 Network behind a VoIP Switch need to contact their VoIP Switch hardware provider for their Dialing Plans and Feature Access Codes, some of which are outlined in Table 5.3-1.

Table 5.3-1 Hosted IP Centrex Feature Codes

Code	Feature
#8	Automatic Callback Deactivation
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation
*67	Calling Line ID Delivery Blocking Per Call
*65	Calling Line ID Delivery Per Call
*68	Call Park
*88	Call Park Retrieve
*98	Call Pickup
*69	Call Return

*70	Cancel Call Waiting
*57	Customer Originated Trace
*97	Directed Call Pickup
*33	Directed Call Pickup with Barge-in
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*22	Flash Call Hold
*66	Last Number Redial
*60	Music on Hold Per-Call Deactivation
*71	Per Call Account Code
*75	Speed Dial 100
*47	Sustained Authorization Code Activation (Calls Unlocking)
*37	Sustained Authorization Code Deactivation (Call Locking)

5.4   Security Procedures For Malicious/Threatening Calls

The following are the necessary steps to be taken in the event that a WITS 3 user receives a malicious call, a telephone bomb threat, or any other life-threatening calls. These instructions apply to all users of WITS 3 and the GSA Centrex systems in the National Capital Region (NCR).

Note: These procedures must be followed immediately – before another call comes in on the same line.

1. Write down the time and telephone number to which the call was made.

2. At the conclusion of the call, press the switch hook (hang up) for only a few seconds, then release the switch hook (pick up the receiver again).

3. On the *same* line that the call came in on, perform the following:

> If you have a multi-button phone, press the line button for the same line that received the threatening call.

If your agency/location is served by a key system behind WITS 3, you must seize the same line which received the threatening call by first pressing the RECALL button; then dialing the appropriate call trace code.

> Listen for a dial tone.
> Dial the special Call Trace code for your telephone system
> (DO NOT DIAL 9 FIRST)
> Touch Tone: *57
> Rotary: 1157

4. Listen to the confirmation announcement, which should advise you that an automatic line trace has been activated in WITS 3 and should direct you to contract the Federal Protective Service (FPS) immediately on 202-708-1111.

DO NOT DIAL 9 FIRST

In some cases, the recording may state that an automatic trace cannot be activated on your line. This is because, in some local and national areas, some telephone switches are not yet equipped to transmit the originating caller's number to the receiving switch to activate call trace. In this event, call the FPS and advise them that you heard this particular recording so that a manual trace may be implemented.

5. Hang up the phone. Write down the time and date that you initiated the call trace.

6. Contact the Federal Protective Service (FPS) on 202-708-1111 (AGAIN, DO NOT DIAL 9 FIRST) and advise them of the threatening telephone call. Provide them the date, time, your name, your telephone number, and a description of the call. They will follow up with the proper officials. If you already called the FPS to advise them that you needed to request a manual trace (Step 4), you will not need to call them again.

> NOTE: Your agency may elect to have its employees report such calls to your own Security Center in addition to reporting calls to the FPS. This would ensure that your Security officials are kept fully informed of all security matters occurring in your agency.

7. At this point, only Security personnel and Verizon will be involved in following up on the call. No further action is required of you unless you are contacted by Security.

Please emphasize to your employees that these procedures are meant to be used ONLY in life-threatening situations. There is no charge for the trace from a WITS 3 line.