State of North Carolina
Telephony Policy – Direct Inward Dialed Number

Statewide IT Policy

Version 1.0

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Document Information

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Purpose

This policy outlines requirements associated with the use of Direct Inward Dialed (DID) 10-digit phone numbers and possible options when Direct Inward Dialing (DID) 10-digit numbers are not required for state of NC personnel or facilities as part of Enterprise Telephony Services.

Owner

North Carolina Department of Information Technology (NCDIT) – Enterprise Operations

Scope

This policy applies to the use of telephony services where all state agencies, as defined in N.C.G.S.143B-1320(a)(17), use electronic communications to interact with individuals or businesses. This policy also applies to all other eligible entities subscribing to Enterprise Telephony Services.

Policy Requirements

Use of Direct Inward Dialed (DID) Number 10-Digit Dialing

If a state of NC personnel has a requirement for a DID 10-digit number to conduct business functions, the DID service must be provided by one of the following services to ensure call records are auditable:

- The North Carolina Department of Information Technology (NCDIT) Managed Enterprise IP Telephony Services

- Legacy TDM Telephony services or Cellular Telephony services brokered through NCDIT contracts

NCDIT DID 10-digit numbers associated with IP telephony must be delivered via NCDIT's Enterprise IP Telephony Service over its shared SIP trunks.

- Porting of DID numbers from the Enterprise IP Telephony Service to 3rd party vendors will not be permitted.

If DID 10-digit numbers are not required, Voice over Internet Protocol calling functionality can be used with no direct inward dialed number requirement.

- This solution can be provided via Microsoft Teams and/or Cisco Webex services within the respective NCDIT tenants or NCDIT approved tenants.

- IP to IP voice calling only allows employees to communicate to individuals within Microsoft Teams and/or Cisco Webex within the NCDIT tenants but they will not be able to communicate to customers with a 10-digit phone number, regardless of tool capability.

State of NC entities managing independent collaboration services that have potential to implement DID 10-digit dialing (e.g. Microsoft Teams) are not permitted to establish DID 10-digit dialing separate from the North Carolina Department of Information Technology (NCDIT) Managed Enterprise IP Telephony Services.

Regulations and Applicable Laws

The following reference sections in the North Carolina General Statutes provide additional information with respect to compliance with State Law.

- N.C.G.S.143B-1320(a)(17)

- N.C.G.S. § 143B-1321(a)(1), (5), (12), (17-21), (27), and (29)

- N.C.G.S. § 143B-1325

- N.C.G.S. § 143B-1370(a)(1), (2), (5), (6), and (7)

Policy Review Cycle

The Telephony Policy – Direct Inward Dialed Number will undergo a periodic review at annual intervals, or as changes are required. Updates to the policy will be determined based upon the nature of the policy and requirements driven by need.

Any identified changes, or outdated information within the policy will be addressed promptly. This may involve revisions, additions, or removals as needed to ensure that policies remain current and relevant.

The following roles provide leadership and management over this policy in accordance with the NCDIT Policy Management Policy:

- Secretary of Department of Information Technology and State Chief Information Officer has approval authority.

- Chief Deputy State Chief Information Officer has policy management responsibilities.

Definitions

DIT Enterprise IP Telephony Service

The N.C. Department of Information Technology manages this service to enable agencies to benefit from the enhanced communications capability, features and operating efficiency provided by an outsourced operational model. It is delivered via a hybrid premise-based/cloud-integrated service model that leverages shared infrastructure, toolsets, and application software to provide multitenant shared services to agencies.

Direct Inward Dialed Number

Direct Inward Dialing (DID) is a telephone service that allows a phone number to connect directly to a specific business phone instead of using a menu, phone queue, or dial an extension.

Voice over Internet Protocol

Voice over Internet Protocol (VoIP) uses a broadband Internet connection instead of an analog phone line. Some VoIP services may only allow users to make calls to other personnel using the same type of service. Other VoIP services may allow users to call anyone with a local, long distance, mobile, and international number.

Legacy TDM Telephony Services

Time Division Multiplexing (TDM) is a legacy technology that utilizes Traditional Analog Premise based, or Central Office based Public Switched Telephone Network (PSTN) services. TDM phone services rely on telecom providers to manually switch electrical circuits to facilitate traditional telephone calls. TDM telephony services may allow users to call anyone with a local, long distance, mobile, and international phone number.

SIP Trunks

Session Initiation Protocol (SIP) trunking is a service offered by a communications service provider that uses a protocol to provision voice over IP (VoIP) connectivity between an on-premises phone system, and the public switched telephone network (PSTN).