



State of North Carolina
Office of Information Technology Services
Telecommunication Services

Michael F. Easley, Governor

George Bakolia, State Chief Information Officer

ATTENTION – IMPORTANT NOTICE
For All State Centrex Clients
Call Transfer Policy Statement

The State's Centrex service contract offers a wide array of features to its user base. Among these features is "Three-Way Calling/Call Transfer" which is generally provisioned on all Centrex stations. The intent of "Call Transfer" is to accomplish connecting a caller from outside the Centrex system to another caller within the Centrex system.

It is the policy of the Office of Information Technology Services to prohibit the use of the Call Transfer feature to connect an 'outside caller' with another telephone number that is also outside of the Centrex system except as specifically requested by an agency on an individual number basis. This policy helps alleviate the possibility of toll fraud or toll abuse and prevents the inadvertent creation of calls of an extremely long duration (i.e. greater than 700-800 minutes per call).

We have determined that some Centrex systems may have inadvertently been programmed to allow a call transfer option that is not consistent with the policy. A plan is being developed that will require the local service providers to make a correction to block Call Transfer (trunk to trunk transfer) outside of the Centrex system. The target date for completion of this change is between July 23, 2007 and July 27, 2007.

If you have a specific need that requires the use of the Call Transfer – All Calls feature for any or all of your Centrex lines, you may submit a Telephone Service Request form (Form TO-5) to ITS. You must also include a signed copy of the ITS Policy Statement located in the Products and Services Section on the ITS web site ([click here' for form](#)). We respectfully request that you make the necessary arrangements to maintain this capability prior to July 23, 2007, the effective date of the change. By submitting a request for this transfer capability, the agency assumes responsibility for all calls and associated costs that are deemed to be of a toll abuse nature or that result in long duration long distance charges.

Please note that if your agency owns its own telephone system (i.e. PBX systems, key systems, IP telephone systems, etc.), you should ensure that the system is secure and does not allow the trunk to trunk transfer capability as the agency is responsible for any fraudulent or long duration activity that may be incurred. Please check with your equipment provider to determine this capability and make the necessary changes to prevent abuse.

Your prompt response and assistance is requested for this change to be implemented successfully to ensure continuity of service. Please contact the ITS Customer Support Center (800-722-3946) or your ITS Voice Analyst or Voice Engineer (888-787-4357) if you have questions or need additional information.

Steve Stoneman, Director

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