

## General Information

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**State Government Information..... 444-2511**

The state government operators handle information requests and will connect callers to the proper agency.

The hours of operation are 7:30 a.m. to 5:00 p.m., Monday through Friday (closed weekends and holidays).

**TTY (Telephone Device For The Deaf)..... 444-1421**

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### **\* Services For Customers With Disabilities \***

#### **Montana Relay Service**

Montana Relay Service is a communications service that links deaf, hard of hearing, speech-impaired, and hearing people via the telephone. To use this service, dial the appropriate number below. Give the agent the number you would like to call, and he or she will stay on-line to relay the conversation. You can talk directly with the person you are calling. All calls and information are confidential. This 24-hour relay service is provided at no cost to callers. Long distance calls will be billed accordingly.

Meridian telephone network users .....8 + 711  
From other telephones within Montana .....711  
Montana Relay Service Customer Help.....1-866-RELAYMT or 1-866-735-2968

#### **Montana Telecommunications Access Program (MTAP)**

TDD service: 111 N. Last Chance Gulch Helena, 59620  
TOLL FREE .....1-800-833-8503  
TDD/VOICE.....406-444-1335

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### **\* State Telephone Network (STN) Usage \***

The state's telecommunications facilities are provided for the conduct of state business. In addition to state business, the state's telecommunications facilities may be used by state employees and officials for local and long distance calls to latch-key children,

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teachers, doctors, day care centers, baby sitters, and family members to inform them of unexpected schedule changes and other essential personal business.

The use of the state's telecommunications facilities for essential personal business must be kept to a minimum and not interfere with the conduct of state business. Essential personal long distance calls must be collect, charged to a personal third-party number, or charged to a personal credit card. (History: Sec. 2-17-302 MCA; *IMP*, 2-17-302, Eff. 13/31/72; *AMD*, 1987 MAR p. 2086, Eff. 11/13/87; *AMD*, 1990 MAR p. 928, Eff. 5/18/90.)

The state's telecommunications facilities include any state-owned, leased, contracted for, operated, or maintained telecommunications equipment, services, or facilities, including private branch exchanges, telephone key systems, teleconferencing systems, local and long distance telecommunications circuits, cellular telephones, data communications equipment, video capabilities, land mobile radio equipment, telephone credit cards, facsimile equipment, and voice mail.

All in-state and out-of-state calls made on the State Telecommunications Network (STN) are billed to the originating state telephone number or authorization code.

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### **\* Information For Meridian Telephone Users \***

The following pages provide detailed dialing instructions and trouble-reporting information for State telephone network users. Information designated with asterisks pertains only to those users on the State's Nortel Meridian Network, which is composed primarily of state offices in Helena as well as our Montana universities and colleges. More information on the use of your phone can be found at <http://mine.mt.gov/content/it/docs/sngl.pdf> for a single line phone and for a multi-line phone at <http://mine.mt.gov/content/it/docs/multi.pdf>.

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### **\* Trouble Reports \***

Report telephone service or equipment trouble conditions to 444-2000. There is generally no charge for repairs unless work is performed after normal business hours. Equipment repairs due to damage by the user may be billable. Report cellular telephone service or equipment trouble conditions to 800-942-2060.

If you are a university or college employee, call your campus telecommunications office to report trouble.

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### **\* Station Add/Move/Change Requests \***

Telephone Service Request (TSR) forms are required for installation, modification, removal, or other changes to your service. Requests must be submitted through your agency telephone coordinator. TSR's should be submitted to Voice Operations at least 15 business days prior to the desired date of change. This will allow both technical and financial options to be reviewed and ensure accurate processing of the service request.

Telecommunications technicians are the only authorized personnel having permission to unplug, plug in, move, and take apart telephone equipment, modular cords, and jacks. Conduit or raceway is required for all new telephone jacks.

If you are a university or college employee, call your campus telecommunications office to request service changes.

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### **\* Long Distance Costs \***

State of Montana long distance calls are billed via the Information Technology Services Division in Helena. This is true for state offices throughout Montana, regardless of whether they reside on or off of the State's Meridian network. The State Telecommunications Invoice and supporting information are distributed to each agency mid-month for the previous month's bill cycle. Outgoing long distance calls are billed at 10.5 cents per minute during the day and 10 cents per minute nights, weekends and holidays. Incoming calls to the State's toll-free numbers are billed to the agencies at 10 cents per minute. For international calling rates you may contact Voice Operations at 444-2586.

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### **\* Telephone Calling Cards (For State Business Use Only) \***

The Network Technology Services Bureau manages the State's calling card program. Requests for cards should be submitted through your agency telephone coordinator. Directions for use are printed on the back of each card. Usage charges are included on the State Telecommunications Invoice. For more information contact Voice Operations at 444-2586.

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### **\* Conference Calling From A Meridian Telephone \***

\* Single-line phones can be used to set up a three-party conference call: Call the first party, and when they are on the line, flash the hook switch; after the three beeps and dial tone, dial the second party; announce the conference; flash the hook switch to connect both to you. If you encounter a busy signal or no-answer when attempting to add a party to your call, dial 1187 to disconnect the unanswered line.

\* Multi-line sets can be used for conference calls with up to six parties, three of which can be from off-campus locations. Call the first party, and when they are on the line, press the Conference button; after the three quick beeps and dial tone, dial the second party; announce the conference; press the Conference key again to connect all three of you; repeat for the additional calls. If you encounter a busy signal or no-answer when attempting to add a party to your call, do not press the Conference key a second time. Instead, press the originating line key to return to your call.

\* For larger rooms and more people participating, reserve a teleconference unit from the Network Technology Services Bureau (call 2700) to be used in your office or conference room on the capitol complex (you must use an active single-line jack). The instructions for use are included with the equipment. This system works well when a group of people in a room want to talk to one person off campus, such as during a job interview. A large speaker sits in the center of the table so that all people can participate in the conversation.

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### **\* Conference Calling Using The Conference Bridge \***

A Meridian Integrated Conference Bridge (MICB) with 61 ports is located in the Mitchell Building. This service is managed by the State Government Operators. All participants call either a toll-free or local calling number at a pre-designated time and are automatically connected to the conference bridge. Line rates for conference calls are based upon the state's current long distance calling rate, and will be charged \$0.05 per minute for each long distance, toll-free line. All conference call requests need to be faxed to 444-2701 or submitted through the Service Desk. For questions regarding scheduling a conference call, dial **444-2586**.

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Conference calls using the bridge should be scheduled with as much advance notice as possible. Changes to your teleconference may be made up to 60 minutes prior to the scheduled start time. Charges may apply.

**SETUP CHARGE:** Based on the number of participants per conference, the following setup charges will apply.

| Number of Participants |  |         |
|------------------------|--|---------|
| 3 to 5                 |  | \$13.37 |
| 6 to 10                |  | \$26.74 |
| 11 to 15               |  | \$40.11 |
| 16 to 20               |  | \$53.48 |
| 21 to 25               |  | \$66.85 |
| 26 +                   |  | \$80.22 |

For further information, call **444-2586**

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## \* Videoconference Calls \*

Two-way interactive videoconferencing using the METNET system is available for use by state agencies, Office of Public Instruction, and state units of Higher Education. Video conferencing sites are located in Helena, Missoula, Billings, Bozeman, Havre, Kalispell, Miles City, Great Falls, Warm Springs, Dillon, Deer Lodge and Butte at the following locations:

| <u>Location</u>   | <u>Local Contact</u> | <u>Phone No</u> |
|---|----------------------|-----------------|
| Billings - MSU  | Rob Masee            | 896-5869        |
| Boulder - Montana Developmental Center                        | Deb Gabse            | 225-4496        |
| Bozeman - Montana State University                            | Nadeen Baldrige      | 994-6553        |
| Butte - Montana Tech of the University of Montana<br>496-4287 |                      | Marcia Lubick   |
| Deer Lodge - Dept of Corrections                              | Dotsie Lucier        | 846-1320x2311   |
| Dillon - University of Montana - Western                      | Denise Rust          | 683-7542        |
| Great Falls - MSU College of Technology                       | Debbie Richerson     | 771-4303        |

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|---|-------------------------------|-----------------|
| Havre - Montana State University - Northern           | Wanda McKinney                | 265-3702        |
| Helena - College of Technology - U of M               | Melody Lee                    | 444-1221        |
| Helena - Court Administration                         | Karen Nelson                  | 841-2944        |
| Helena - Dept of Corrections                          | Mike Raczkowski               | 444-9660        |
| Helena - Dept of Transportation                       | Help Desk                     | 444-6311        |
| Helena - MT Army National Guard                       | Sgt. Carol Geise              | 324-3161        |
| Kalispell - Flathead Valley Community College         | Malinda Crawford              | 756-3828        |
| Miles City - Miles Community College                  | Vicky Crofut                  | 874-6222        |
| Missoula - University of Montana                      | Jeff Meese                    | 243-5471        |
| <b>Montana - METNET Interactive Video Coordinator</b> | <b>Scheduling/Information</b> | <b>444-6788</b> |
| Warm Springs - Warm Springs State Hospital            | Randy Vetter                  | 693-7149        |

Prices range from \$50 to \$95 per hour / per site (e.g., as little as \$105 per hour for a two point conference).

METNET uses H.320 (ISDN Telephony Based) and H.323 (IP based) standards and has international access.

Complete information on site addresses, rates/pricing data, user and technical information can be obtained at our web site, <http://mt.gov/metnet-video> or by calling 444-6788 to request a brochure.

Please call 444-6788 for scheduling and additional information.

The METNET Video "HOT LINE" is 406-444-9588 for trouble reporting or emergency requests for video usage.

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### \* Dialing Instructions For Meridian Telephone Users \*

Helena users calling other state employees in Helena: You may be able to call using just the four-digit extension.

| Type of Call                   | In Helena   | Outside Helena   |
|--------------------------------|---|------------------|
| <b>EMERGENCY 911</b>           | <b>911</b>  | <b>911</b>       |
| LOCAL                          | 8+7 DIGIT NUMBER  | 9+7 DIGIT NUMBER |
| TOLL - IN STATE                | 8+1+406+7 DIGIT NUMBER  |                  |
| TOLL - INTERSTATE              | 8+1+AREA CODE+7 DIGIT NUMBER  |                  |
| TOLL FREE CALLS                | 8+1+10 DIGIT TOLL-FREE NUMBER   |                  |
| LOCAL DIRECTORY ASSISTANCE 411 | 8+1+411   |                  |
| DIRECTORY ASSISTANCE (TOLL)    | 8+1+AREA CODE+555-1212  |                  |
| TOLL FREE INFORMATION          | 8+1+800+555-1212  |                  |
| INTERNATIONAL CALLS            | 8+011+COUNTRY CODE+CITY CODE+NUMBER<br>IF OPERATOR ASSISTED DIAL 8+00 |                  |
| CALLING CARD                   | 8 + THE DIALING INSTRUCTIONS ON YOUR CARD                             |                  |

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### **\* Class Of Service Privileges For Meridian Telephone Users \***

Your telephone may not allow certain types of calls. See your agency telephone coordinator for information about the class of service (NCOS) of your telephone line.

- 0 - Within Capitol Complex calls only
- 1 - Within Capitol Complex calls, plus local calls
- 2 - Within Capitol Complex calls, plus local and intrastate calls
- 3 - Within Capitol Complex calls, plus local, intrastate, and interstate long distance calls within the Continental United States
- 4 - Within Capitol Complex, plus local, intrastate, interstate long distance, and direct distance dialed international calls

If you receive ten beeps when making a call, the class of service on the line will not allow that type of call. See your agency telephone coordinator.

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### **\*Accessing Individuals Within State Government \***

In an effort to reduce costs and provide better service, the employee section of the state telephone book has been moved to an online format. The Internet and intranet version of the employee directory allow us to provide more accurate and up-to-date information on individual employee agency, phone and e-mail listings. There are several options for contacting individual state employees.

1. State employees may use MINE, the state intranet at <http://www.mine.state.mt.us/> to search an employee directory with names, departments, phone numbers and e-mail addresses. Instructions on how to access this directory will be available from the MINE homepage.
2. You may use the official state website at [www.mt.gov](http://www.mt.gov) to find key employees in each state agency. From the home page, click on "Government", then "State Agencies". You will find a list of phone directories on the right side of the page. If you know which agency a person works for, select the Agency Listings, then the agency name and look through the department listing. The direct link to the Agency Listing page is: [www.mt.gov/govt/agencylisting.asp](http://www.mt.gov/govt/agencylisting.asp).



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3. You may use the directory in OUTLOOK, on most state computers. From the Inbox Option, select the icon at the top of the toolbar that looks like a book. This address book will scroll through a list as you begin to type the last name. You must spell the name correctly. This listing will include phone numbers, departments and e-mail addresses. Outlook also includes features to search for people by department, and by first name, if necessary. This is not a complete listing of all the State's employees.
  
  4. The state government operators are available between 7:30 a. m. and 5:00 p.m. (Monday through Friday, excluding state holidays) to access information and direct calls. You may reach them by calling (406) 444-2511.
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