

General Phone Instructions

Most state government offices use CENTREX telephone systems. This includes State offices, the University of Wisconsin campuses, and other governmental agencies such as the City of Madison, Dane County, and others. State System Centrex numbers sometimes use an abbreviated dialing pattern when calling another Centrex number in the group or same location. For example, a Madison Spring location number 266-0298 will dial 77355 when calling a staff person at 267-7355. But the 266-0298 number must dial a 9 and 232-1111 when calling this other Madison location staff person since they are not located in the same telephone location or central office.

For a list of all locations, [click here](#). Find your location, and if available, you will have links for feature chart (how to use the features on your telephone line), Long distance and/or voice mail.

Telephone/Line Repair

Telephone Repair - Do NOT call the telephone company. Report all problems with your telephone or other voice-based communications to your agency Telecommunications Manager or helpdesk who can help you. ([click here for all telecom managers](#))

Dialing Patterns

Toll Free 9-1-800 , 877, 888, 855, 866 *plus* number

Long Distance 8-1 *plus* area code and number (in most areas, [click here for list](#))

Local 9 *plus* local number

International 8-011 *plus* [county code](#) *plus* area code and number (in most areas, [click here for list](#))

Canada and Caribbean Countries, dial 8 1 *plus* area code and number

Centrex to Centrex:

Dial the ABBREVIATED dialing digits (4, 5, 6 or all 7) when calling within a CENTREX group. Dial a 9 *plus* the 7-digit number when calling a Centrex number outside your group in your same city. Restricted Centrex lines can only call other Centrex numbers in their location.

Centrex to Local Number:

Dial 9 *plus* the 7-digit number. Local calling rates are included in the basic Centrex line rate.

Directory assistant type calls

State / University Information:

Dial "0" from within the 26x-xxxx Centrex group or (608) 266-2211 from outside the 26x-xxxx group. TTY users should call 2-6000 within the 26x-xxxx Centrex or 262-6000 outside that Centrex.

Local Directory Assistance:

Dial 9 + 411. There is a charge for directory assistance calls. Refer to your Ameritech Pages Plus directory before calling directory assistance.

Within Your Area Code Directory Assistance:

Dial 9 + 1 + area code + 555-1212.

Outside Your Area Code Directory Assistance:

Dial 9 + 1 + area code + 555-1212.

Toll Free Number Directory Assistance:

Dial 9 + 1 + 800 (or 888, 877, 855, 866) + 555-1212. (Do not dial 8+.)

Extended Community Calling Area (ECC)

Dial 9 plus the listed 7-digit number. (In South East Wisconsin, you may have to also dial the area code) ECC rates are included in the basic Centrex line rate on the State contract. [Local vs ECC link](#)

Personal use of Telephone Systems:

The State Telephone Services are intended for governmental use and not personal use. Personal use is addressed in the ethics code under Wisconsin Stats s.19.45(5) and the DER rules under ERPER 24.04.

Centrex Feature Dialing Instructions

There are many features on your phone line for you to use such as conference calling, 3-way call, call transfer, call forwarding, etc. Find your [Central Office](#), then choose your location and get specific feature usage instruction pages for your location (this is only available for ATT locations). For additional information, contact your agency [Telecom Managers](#) for information.

Phone equipment:

Your [Telecommunications Manager](#) will be able to help you set up your phone equipment and/or troubleshoot equipment troubles. Some manufacturer's equipment have webpages with user instructions:

- [Tone Commander - TEO - \(ISDN\)](#)
- [Panasonic - many models listed](#)
- [AASTRA](#)

Phone terms:

"Depress Switchhook" means press button down without hanging up and then release immediately (about 1 second).

"Recall Dial Tone" is three short tones and one longer tone.

Proper switchhook operation is essential to Centrex feature use: Press the switchhook (the button which hangs up your phone) all the way down and then release it immediately. Features are activated without hanging up. It may take several tries to learn your telephone's depression time requirement (approximately one second). Or, you may also use the *Flash Button* - If your telephone is equipped with a Flash Button, use it to activate Centrex features instead of the switchhook. The timing of the Flash Button has been preprogrammed and simplifies feature activation. Some phone equipment also has a link or conference button to make it easier to activate features that need the SWITCHHOOK depressed.