Call Manager Dial Plan Update

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Why Change?

- Dial plan Advances
- NWSC
- Directory Dialing
Dial plan Advances

- E.164 or ‘+’ dialing
  - Globalize calling and called numbers
  - `+<country code><number>`
    - `+1 3034971000`
    - `+41 227308051`

- Local Route Groups
  - Decouples route pattern from gateways
  - Reduces the number route patterns by half
NWSC

- 4 digit extension to extension calls between NWSC and other NCAR locations
- 7 digit local dialing in Wyoming
- Tail End Hop Off (TEHO) – toll bypass for CO & WY local calls
- Differentiate CO or WY calls from NCAR/NWSC
  - 303-497-xxxx
  - 307-996-xxxx
Directory Dialing

- Currently must use ‘EditDial’ button before making call from Missed, Received or Placed call logs
  - 9 (local)
  - 91 (National)
  - 9011 (International)

- After dial plan update, one button callback
  - Requires valid caller-id information from carrier
User Impacts

- Phone number presentation will change to E.164 standard
  - External inbound phone number display
    - Currently 303xxxxxxx
    - New +1303xxxxxxx
  - Call Logs
  - Only if we receive a valid format
  - Extension calls stay the same

- Some calls dialed as long distance between CO and WY will not prompt for a code

- One button directory callback

- No change in manual dialing habits
How it works

- Normalize calling/called numbers to global E.164 format
- Route the call, based on E.164 number, to the appropriate gateway
- Gateway localizes the calling/called number and adds any required prefix.
Design Considerations

- **TEHO (toll bypass)**
  - Call is place like a Long Distance call (91-xxx-xxx-xxxx), but does not prompt for code because it will route locally.

- **WY local call backup**
  - Upon NWSC PRI failure, local calls go out as Long Distance calls in CO, with no code entered.

- **911 – not impacted by these changes**

- **Long Distance charge backs – testing**

- **Voicemail – not impacted**
Implementation

- NWSC is using the updated dial plan
- For CO campuses
  - Provide 2 week notice to end users
  - Majority of work will be done behind the scenes
  - Evening maintenance window for final changes
- Targeting late October