State of New Jersey
DEPARTMENT OF MILITARY AND VETERANS AFFAIRS
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DEPARTMENTAL BULLETIN **15 June 2011**
NO. 4-11*

DIRECTORY ASSISTANCE CALLS (IASD)

1. This bulletin applies to all State and Federal employees, contract employees, offices and agencies within the New Jersey Department of Military and Veterans Affairs (DMAVA).

2. Effective 27 April 2011, there is a new number for employees to call for their Directory Assistance needs.

The new Directory Assistance number is 1-865-982-3782

Please do not use the old AT&T directory assistance number of 1-602-293-4907, 411, (Area Code) 555-1212 or any other "toll call" Directory Assistance phone number.

3. All employees are expected to use the new Directory Assistance number exclusively (with the exception of some Toll Free services that are available). Employees who bypass the new service and continue to dial "411", "XXX-555-1212" or any other more expensive Directory Assistance number may be considered in breach of the new State telecommunications policy which is currently under development.

4. As with personal calls, employees will be expected to reimburse the Department of Treasury for the difference between the actual cost of the higher priced unauthorized Directory Assistance call minus the new $.70 rate, plus any usage of the auto-connect feature. The ultimate responsibility for enforcement lies within each Department, Division, and Agency. Supervisory review of employee Toll Statements is expected to be performed.

5. As a reminder, this new number should be used when calling from either a land line or a cell phone or Blackberry. Employees will be greeted with a special message identifying the AT&T service ("Welcome to Directory Assistance for the State of New Jersey.") Please update the address book/speed dial on all land lines, cell phones and Blackberries with the new Directory Assistance number. This new system is only intended to be utilized for official use from authorized phones. Calls from non-authorized phones will be blocked.

Departmental Bulletin 6-09 dated 1 October 2009 is rescinded.

6. Directory Assistance via the Internet is available at the following recommended websites:

Verizon Super Pages	www.superpages.com
AT&T	www.anywho.com
SBC Yellow Pages	www.yellowpages.com

7. In addition, State employees telephone numbers and contact information can be obtained at: http://njdirect.state.nj.us/. Use of other Internet search engines is discouraged since they may lead to hidden charges or exposure to unnecessary advertising.

8. Thank you for your continued cooperation and support in this matter. Should you encounter any difficulties with the new number, please report it to Sophie Guzikowski at 609-530-6925 or email: Sophie.Guzikowski@njdmava.state.nj.us.

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