

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology

Statewide Telecommunications
and Network Division

Category:

Miscellaneous

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900 Service

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PURPOSE

The purpose of this section is to provide description of and guidelines for the use of 900 services.

POLICY AND GUIDELINES

900 service is a telephone number (900-XXX-XXXX) for which call usage is charged to the caller. The following guidelines should be used when considering a 900 service.

- Because the caller pays for the call, 900 service should not be used for information or services that the public reasonably expects to receive at no charge.
- The predominant purpose of the 900 number should not include entertainment, children's programming, credit/loan information, fulfillment, political fund raising, games of chance, post card sweepstakes, job lines and personal lines, etc.
- Service should include an introductory message to announce a caller grace period with notification to callers of the opportunity to hang up before charging begins, and the cost per minute of the call.
- Calls cannot be routed to an Automated Call Distributor (ACD) with queuing, call hold, or other telecommunications equipment arrangement where charging begins before the caller realizes any value to the call.