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Sent: Friday, 13 June 2003 1:38 pm

Subject: New Automated Directory Assistance at DoD

Effective Monday, 16 June 2003, callers dialing DoD NCR information at (703) 545-6700 will be greeted by the Department's Automated Directory Assistance (ADA) system. This service enhancement will improve callers' ability to quickly retrieve phone numbers and to be connected efficiently.

When callers dial (703) 545-6700, they will be offered three choices:

- Option 1: Person (if trying to reach a specific person)
- Option 2: Organization (if trying to reach an organization)
- Option 3: Operator (for all inquiries)

For Options 1 and 2, the ADA prompt will say, "Please say the full name of the person you are trying to reach." Once the caller says the person's name, the system will repeat the name and ask for verification. The system will then provide the caller with the number and proceed to connect them. Customers can say "Operator" at any time and the system will transfer them directly to an operator. (Note: Option 1 customers can also say "help" at anytime)

DTS-W hopes that callers will find this new system faster, friendlier, and easy to use.