



## Administrative Policy No. 14.20

**Subject:** DSHS Toll Free Service Numbers

**Information Contact:** DSHS Telecommunications  
Information System Services Division  
MS: 45885 – (360) 902-7660

**Authorizing Source:** [DSHS Administrative Policy 13.08](#)

**Effective Date:** September 1, 2005

**Revised:** January 29, 2013

**Approved By:** original signed by Patricia K. Lashway  
Senior Director, Policy & External Relations

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### Purpose

This policy outlines the requirements for the management of Toll Free Service Numbers administered by the Department of Social and Health Services (DSHS).

### Scope

This policy applies to all DSHS departmental organizations.

### Definitions

**Departmental Organization:** An administration, division, institution or office level organization within the Department.

**Toll Free Service Number:** A telephone number that can be used so that a call is paid for by the Department rather than the person calling the number.

### Policy

Toll free numbers will only be assigned in DSHS when there is business justification for the number and no alternatives exist.

Toll free numbers must be equipped with TTY/TDD in accordance with [DSHS Administrative Policy 7.20 - Communication Access for Persons Who Are Deaf, Hard of Hearing, DeafBlind and Speech Disabled](#).

The DSHS Telecommunications Unit of the Information System Services Division (ISSD) administers the DSHS Toll Free Numbers program.

### Procedure

A. DSHS Departmental Organizations:

1. Complete a DSHS Toll Free Service Request form ([DSHS 17-164](#)) to request and provide justification for new toll free numbers;
2. Submit the approved DSHS Toll Free Request form to the DSHS Telecommunications Unit at [ISSDServicedesk@dshs.wa.gov](mailto:ISSDServicedesk@dshs.wa.gov);
3. Assign internal responsibility for annual review of toll free numbers operated by the departmental organization;
4. Ensure a toll free number is discontinued when there is no longer business justification for the number; and
5. Require authorized Telecommunications Coordinators review on-line monthly [Toll Free invoices](#), for appropriate use.

B. DSHS Telecommunications Unit:

1. Process DSHS Toll Free Request forms; and
2. Respond to invoice questions and reconcile as appropriate. Send questions to the DSHS Telecommunications Unit at [ISSDServicedesk@dshs.wa.gov](mailto:ISSDServicedesk@dshs.wa.gov)