

Louisiana Office of Technology Services Network Services General Voice Messaging Order Form (NS-7)

This form is not for use with Hosted Voice Service (HVS). For Voice Messaging through HVS, use Form NS-60 or NS-65

General Information

Subscriber's Phone Number _____ Billing Account Unit _____
Site Contact _____ Agency _____
Contact's Phone Number _____

Mailbox Type

- Basic Memory Call (100 Mb storage; number of messages depends on length of messages)
- Announcement Only Mailbox (maximum 10 minute length; this is a non-message taking mailbox; can be used for after-hours announcements)

Optional Features

- Exit Out Feature: If you would like callers to press "0" to exit your mailbox and transfer to another number, provide that 10-digit telephone number. (This number should NOT have voicemail).
_____ Deactivate Feature
- Outcall Notification: If you would like an alert sent to your cell phone or pager when a voice mail message is left in your mailbox, provide pager number OR cell phone number and cell phone carrier.
 - Cell Phone _____ Carrier _____
 - Pager _____
 - Deactivate Feature

Forwarding

Call Forwarding (Required): Unless otherwise specified, if the line is busy or unanswered calls will forward to voice mail. Depending on the type of line and set, OTS-NS will either program the forwarding or provide programming instructions

- Non-ISDN. OTS/NS will program the forwarding.
- ISDN.
 - Set HAS buttons for call forwarding (CFB/CFDA/CFV). OTS/NS will send programming instructions.
 - Set does NOT have buttons for call forwarding (CFB/CFDA/CFV). OTS/NS will program the features.

Disconnect

- Disconnect Mailbox: Unless otherwise specified, forwarding on this number will discontinue when disconnected. If you want this number to forward when busy (CFB) or not answered (CFDA), indicate the 10-digit number here:
CFB to _____ CFDA to: _____

Security Reset

Note: Mailbox will be removed and reissued. All existing messages will be lost. Upon reset, requestor and TC will be notified by email.

- Authentication Code Reset (8-digit date of birth): There is a one-time charge for this request.
(Password Reset: Refer to Memory Call User Guide 2016 for instructions)

Approval

All request must be signed by or sent from the email address of the agency Telecommunications Coordinator or OTS-NS project manager.

Requestor Name	Date	Phone Number	Email
Telecommunications Coordinator	Date	Phone Number	Email
