

## Instructions for Hosted Voice Service (HVS) New Service Order Form (NS-60)

<b>Date</b>	Date form is being submitted to voiceorders@la.gov
<b>GL Number</b>	Cost center to be charged for this request
<b>Agency/Division</b>	Agency and division requesting the service
<b>Department</b>	Functional department within the division, if applicable
<b>Requested Due Date</b>	Preferred due date for this request (see note at bottom of order form regarding six-week number porting interval)
<b>TC Submitting Request</b>	Name of TC completing and submitting this request
<b>TC's Telephone Number</b>	Phone number of TC submitting this request
<b>Order Contact</b>	Name of agency employee who can answer questions about this request
<b>Order Contact Telephone Number</b>	Phone number for order contact above
<b>Order Contact Email Address</b>	Email address for order contact above
<b>User Name</b>	Name of employee for whom service is being requested
<b>Email Address</b>	Email address (for user name above)
<b>Telephone Number</b>	Existing phone number (for user name above), or write "NEW"
<b>PC/Blue Jack ID Number</b>	The ID number that appears on the wall jack that the User's computer plugs into. This jack is often the blue one. Example: 02E20
<b>Address/Bldg/Floor</b>	Street address, building name, and floor number where the service is to work
<b>City and Zip Code</b>	City and Zip code (for the address above)
<b>Room/Cubicle</b>	Office, room, and/or cubicle number (for the address above)
<b>PC Inventory Tag Number</b>	The service tag number (state inventory tag) affixed to the PC; usually has a bar code above the tag number  Example: OTM00445
<b>Agency IT Contact Name</b>	Name of the IT staff person who normally services the agency's computers and servers
<b>IT Contact Telephone Number</b>	Telephone number for the IT contact name above
<b>Is there an active PC data jack for this user?</b>	Can you plug in a computer and access the internet at the proposed location for this user today? If the answer to this question is "No", check the box to acknowledge and also submit an OTM-25 Data Dial Tone form as directed
<b>Aastra Set Quote Required</b>	Indicate whether you are requesting a quote for a basic set, a multi-button business set, and/or an add-on module
<b>Other</b>	Note the form to request a quote for additional cord(s), audio conference phone, power supply, or other equipment
<b>HVS Services Needed</b>	Check boxes for desired service components
<b>Premium Package</b>	This is the basic service charge for HVS phone service. A

Premium Package is required for each user. Two are required if the user or office requires a second, unique phone number. Package includes Voice Mail (VM) and Caller ID

<b>International LD</b>	Check if this user should be allowed to dial International calls
<b>1 + LD</b>	Check if this user should be allowed to make long distance calls
<b>Fax to Email</b>	This feature assigns a personal number to a user for receiving faxed messages, which are delivered as attachments in email. The service is inbound only
<b>UM Email Notification</b>	Add-on feature for voice mail: The user receives a notification in email whenever a voice mail has been received
<b>UM Email Delivery of .wav file</b>	Similar to email notification above, but the email sent to the user includes an attached, recorded copy of the voice mail (.wav file)
<b>Template for the 6867i phone</b>	Specify another HVS user's phone number as a "look alike" <i>or</i> indicate "assistance needed"
<b>Optional Add-on</b>	Select from the optional applications as desired
<b>Mobile Softphone Communicator</b>	This app allows the user to have an extension of their HVS work number on the user-provided I-phone or Android. Not available for blackberry devices
<b>PC Softphone Communicator</b>	This app delivers HVS service to the user's PC (rather than to a desk phone). User must provide a PC and a USB headset
<b>Video Capability</b>	This feature enables simple video capability on the Mobile Softphone Communicator or PC Softphone Communicator above (User provides video cam for PC)
<b>List HVS Phone numbers user must monitor</b>	Busy lamp field (BLF) buttons: These are call appearances that may be monitored for busy/idle status, and also act as speed dials. They are not "extensions" that may be answered
<b>List HVS Phone numbers user must answer</b>	Shared call appearance (SCA) buttons: These are call appearances that behave like true extensions; the user may answer and dial out on these lines just as they can on their own personal line
<b>Comments regarding specific features needed</b>	Describe requirements for hunt group, call pickup group, toll restrictions, or other features not already mentioned

Email the completed form to OTS-NS at [voiceorders@la.gov](mailto:voiceorders@la.gov). Include an OTM-16 form if this request is for multiple devices.