

Office of Telecommunications Management

Standard Voice Messaging Order Form (OTM-7)

SUBSCRIBER INFORMATION

Subscriber's Phone Number () _____ Mailbox Number () _____ <i style="margin-left: 100px;">assigned by OTM</i> User Name _____ <i style="margin-left: 100px;">print- last, first</i> E-Mail Address _____ <i style="margin-left: 100px;">required if requesting training materials</i>	Agency _____ Billing Account Unit _____ Site Contact _____ <i style="margin-left: 100px;">print- last, first</i> Contact's Phone # () _____
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MAILBOX TYPE & OPTIONAL FEATURES

Please check desired mailbox type and extra features. For detailed descriptions see the Catalog of Services - Voice Messaging Services.

BASIC MAILBOX TYPE (Choose One)

- Small Message-Taking Mailbox
(30 messages, 2 minutes each)
- Medium Message-Taking Mailbox
(50 messages, 4 minutes each)
- Large Message-Taking Mailbox
(100 messages, 4 minutes each)
- Transfer Mailbox - **provide transfer detail below**
(transfers callers to another mailbox)
transfer to mailbox number: _____
- Single Line Directory
- After Hours Information Box
**Customer Service: notify VP group, contributor list required.*
- Name Directory

EXTRA COST OPTIONS (may choose multiples)

- Subscriber Locator Option
(allows callers to opt to "find you" rather than leave message)
- Web-View Option
(allows access to your voice mail via Internet)
- Personal Fax Option
(allows you to accept faxes in your mailbox)
OTM Assigned DID #: _____
- Outcall Notification - **provide outcall detail below**
(notifies your pager or mobile phone when you have voice mail)
 - 1) 10 digit pager or mobile phone number to notify: _____
 - 2) Is this a pager or mobile phone? Pager Mobile Phone

FUNCTIONALITY

- 1) If other telephone numbers forward to this line, please list them here:

- 2) **Exit Out Feature:** If you would like callers to be able to press "0" to exit your voicemail and be transferred to another telephone number, please indicate that phone number here (this number should NOT have voice mail):

- 3) **Forwarding calls to Mailbox:** Unless otherwise specified, your calls will be forwarded to voice mail when this line is busy or not answered after 3 rings.
(Note: it is not necessary that forwarding for busy and don't answer be the same)

- 4) **Is this is a Digital (ISDN) Line** with set buttons for "Call Forward Busy", "Call Forward Don't Answer" and/or "Call Forward Variable"? *(Buttons may be labeled CFB, CFDA, CFV.)*
 - This is a digital line and HAS buttons for call forwarding
 - This is a digital line, and does NOT have buttons for call forwarding
 - This is NOT a digital line

APPROVAL

All requests must have Agency Telecommunications Coordinator or OTM Project Manager signature. Upon completion, Fax to 225-342-7757 or mail to: OTM Customer Service Section; Post Office Box 94280; Baton Rouge, LA 70804-9280

_____ TC signature _____ date _____ phone number

For OTM use only

Add Cat Code(s): _____	ECAS CFB to: _____	Entered in Database: _____
_____	ECAS CFDA to: _____	Date: _____
_____	No. of Rings: _____	OTM Project Code: _____
Message Waiting: _____	Exit out to: _____	