

**Louisiana Office of Technology Services
Hosted Voice Service (HVS) New Service Order Form (OTS-60)**

General Information

Date _____	Requested Due Date ¹ _____
AU Number _____	TC Submitting Request _____
Agency/ Division _____	TC's Telephone Number () _____
Department _____	

Order Information

Order Contact _____

Order Contact Telephone Number () _____

Order Contact Email Address _____

User Information

User Name _____	Address/Bldg/Floor _____
E-mail Address _____	City and Zip Code _____
Telephone Number or NEW () _____	Room/ Cubicle _____
PC/ Blue Jack ID Number _____	PC Inventory Tag Number _____

IT Information

Agency IT Contact Name _____

IT Contact Telephone Number () _____

Is there an active PC data jack for this user? ☐ Yes ☐ No ***

*** If No, check below to acknowledge. Submit a request to the [OTS Service Desk](#) to have the data port activated or a new jack installed.

TC Acknowledge ☐ A request for port activation or a new data just will be submitted to the [OTS Service Desk](#)

Equipment Information

Aastra Set Quote required: ☐ Basic 6863i ☐ Business 6867i ☐ M685i Add-On-Button Module

☐ Other: _____

Service Information

HVS Services Needed:

Premium Package is required for each user (Package includes Voice Mail (VM) and Caller ID)

Options:

<input type="checkbox"/> International Long Distance	<input type="checkbox"/> 1+LD (Long Distance)	<input type="checkbox"/> Fax to Email	<input type="checkbox"/> Unified Messaging (UM) E- mail Notification	<input type="checkbox"/> UM Email Delivery of .wav File	<input type="checkbox"/> Second Line
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¹ Allow 6-week interval if porting an existing phone number to HVS. New phone numbers do not require the porting delay.

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TEMPLATE for the 6867i phone:

☐ "Look alike" telephone number () _____

☐ Assistance Needed

Optional Add-On ☐ Mobile Softphone Communicator Client ☐ PC Softphone Communicator Client ☐ Video Capability on Softphone(s)

List HVS phone numbers this user must monitor (BLF buttons; requires 6867i set):

List other HVS phone numbers this user must answer (SCA; requires 6867i set):

Additional Information

Comments regarding specific features needed:

Use Acrobat Reader to open and complete the form. If you can access the [OTS Customer Self-Service Ticketing Portal](#), submit this form by attaching it to a general incident. Refer to [Ivanti Self-Service Instructions](#). If the portal is unavailable, email the completed form to otssupport@la.gov, attention OTS-EUC-Projects.