

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

**General Information**

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Date \_\_\_\_\_ Requested Due Date<sup>1</sup> \_\_\_\_\_  
GL Number \_\_\_\_\_ TC Submitting Request \_\_\_\_\_  
Agency/ Division \_\_\_\_\_ TC's Telephone Number ( ) \_\_\_\_\_  
Department \_\_\_\_\_

**Order Information**

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Order Contact \_\_\_\_\_  
Order Contact Telephone Number ( ) \_\_\_\_\_  
Order Contact Email Address \_\_\_\_\_

**User Information**

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

**IT Information**

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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 an OTS-25 Data Dial Tone Service Order Form to the [OTS Service Desk](#) to have the data port activated or a new jack installed.

**TC Acknowledge**  A Data Dial Tone Service Order Form will be submitted to OTS for this user.

Note: See <https://www.doa.la.gov/doa/ots/policies-and-forms/> for OTS forms

**Equipment Information**

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

Other: \_\_\_\_\_

**Service Information**

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**HVS Services Needed:**

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

Options:

International Long Distance  1+LD (Long Distance)  Fax to Email  Unified Messaging (UM) E-mail Notification  UM Email Delivery of .wav File  Second Line

<sup>1</sup> 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):

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

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**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](mailto:otssupport@la.gov), attention OTS-EUC-Projects.