

OAX Auto-Attendant Telephone Service

541-2084 or 1-800-818-USCG

<u>Option</u>	<u>Number</u>	<u>Function</u>
0	2500 JRCC	Emergency or Life Threatening Situation: JRCC
1	2023 VSC Information	Vessel Safety Check (VSC's), DSO-VE
2	2026 Education Information	Boating Safety Education Information, DSO-PE
3	2027 DSO Questions and Information	DSO Services (Rear Commodores)
4	Auto Attendant #2 1 - 2150 PO A Hope 2 - 2087 Susan Harper 3 - 3295 Sand Is. Office 4 - 2086 DIRAUX 5 - 2306 Chief of Ops. 6 - 2069 DSO-PS 7 - 6040 Coastie 8 - Repeat Options	OAX Office Staff: Services for Auxiliarists Travel and patrol orders, claims, facility inspections, or property. Administration, exams, qualifications, or enrollment status. Base Sand Island Auxiliary office. DIRAUX Officer, LCDR Christine Traettino. Chief of Operations, CAPT Conklin's secretary. Auxiliary Personnel Services (DSO-PS). Schedule Coastie for school or organizational functions. Repeat the menu for Auto Attendant #2.
5	2161 RBS, 4100 Violations	Recreational Boating Safety, 4100 Violations
6	9-522-8258 Maritime Exam Center	Maritime/Regional Exam Center, MSO Honolulu
7	9-522-8255 CFV Safety Dept.	Commercial Fishing Vessel Safety Inspections
8	Repeat Options	Repeat Options
9	1800 Messages	Transfer to extension 1800 for retrieval of messages.

Time-out: Transfer call to Kent Richards, x2161.

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Spoken Dialog for the Auto-Attendant Telephone Functions

Auto-Attendant #1 (541-2084)

- Initial Introduction:** “Aloha. You have reached the Fourteenth U. S. Coast Guard District in Honolulu, Hawaii. If your call is of an emergency or life threatening nature, press zero now.” Otherwise,
- Option 1:** “To schedule a free Vessel Safety Check by the Coast Guard Auxiliary, press 1.”
- Option 2:** “To schedule a boating safety course, or to request information about boating courses available, press 2.”
- Option 3:** “For Auxiliary Flotilla Staff Officers to communicate with their Auxiliary DSO’s, press 3.”
- Option 4:** “To speak to a member of the Fourteenth District Auxiliary Staff regarding membership or functions of the Auxiliary, or to request a visit by Coastie the Safety Boat to your school or organization,, press 4.”
- Option 5:** “For questions regarding Recreational Boating Safety, or questions regarding boarding violations and civil penalties, press 5.”
- Option 6:** “For information and matters related to Commercial Licensing, license renewals, and examinations, press 6.”
- Option 7:** “To request a Commercial Fishing Vessel Safety Examination, press 7.”
- Option 8:** “To repeat these options, press 8. Otherwise, stay on the line and an operator will assist you. Mahalo.”
- Option 9:** Standard Audix greeting and instructions for telephone message retrieval.

Auto-Attendant #2 (541-6084)

- Option 1:** “To speak with PO Hope regarding Auxiliary travel or patrol orders and related claims, facility inspections, or CG property loans, press 1.”
- Option 2:** “To speak with Susan Harper regarding Auxiliary personnel security investigation information, C-schools, exams, qualifications, or status of enrollments, press 2.”
- Option 3:** “To call the Auxiliary desk at Sand Island, press 3.”

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Option 4: “To speak with LCDR Christine Traettino, the Director of Auxiliary, press 4.”

Option 5: “To speak with CAPT Conklin, Chief of Coast Guard Operations, press 5.”

Option 6: “To receive information about membership, activities, or purpose of the U. S. Coast Guard Auxiliary, press 6.”

Option 7: “To schedule a visit by Coastie the Safety Boat at your school or organization, press 7.”

Option 8: “To repeat these options, press 8. Mahalo.”

Option 9: Standard Audix greeting and instructions for telephone message retrieval.

Note: A person is not required to listen to any entire message before pressing an option. The option can be selected at any time.

Individual Extension Greetings

Note: Message greetings can be skipped at any time to allow the person making the call to begin recording a voice message immediately after pressing the digit “1”.

Spoken dialog for Vessel Examinations, 541-2023: “You have selected the option requesting a free Vessel Safety Check. At the tone please leave your name, telephone number, mailing address, the location of your vessel, and the date and time that you would like to meet with the vessel examiner. An Auxiliary vessel examiner will contact you and confirm your appointment as soon as possible. You may also visit the website www.safetysal.net for more information on Vessel Safety Checks, or to request your Vessel Safety Check online. Mahalo.”

Spoken dialog for Boating Safety Education courses, 541-2026: “Boating safety courses are given regularly and throughout the islands by various Coast Guard Auxiliary flotillas. For the courses nearest you, or to schedule the next available course for your specific needs, please leave your name, telephone number, mailing address, and a brief message describing the type of boating safety education you need. One of our representatives will contact you as soon as possible. You may also visit our website at www.uscg.mil/d14/units/auxiliary for online information. Mahalo.”

Spoken dialog for DSO Services, 541-2027 “You have selected the option for Auxiliary Flotilla staff officers to address questions to their DSO’s. Please leave your name, the flotilla staff office you hold, your phone number, and a brief message. Your DSO will contact you as soon as possible. Mahalo.”

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Spoken dialog for Personnel Services, 541-2069: “You have selected Auxiliary membership services and activity information. At the tone please leave your name, telephone number, mailing address, and a brief message. Our Auxiliary membership representative will contact you as soon as possible. Mahalo.”

Spoken dialog for Recreational Boating Safety, 4100 Violations, 541-2161: “You have reached the office of Recreational Boating Safety. This is not an emergency number. Therefore, if your call is of an emergency or life threatening nature call 1-800-818-8724 and press 0 when the machine answers. Again, that’s 1-800-818-8724. I am sorry that I cannot answer your call directly at this time. However, if you desire to have recreational boating safety materials sent to you, or if you are calling regarding a marine violation, please be certain to leave your name, telephone number, the violation case number if applicable, and your message. I will respond to you as soon as possible. Mahalo.

Spoken dialog for Coastie the Safety Boat, 541-6040: “You have selected the option requesting an appearance by Coastie the Safety Boat. At the tone please leave your name and daytime and evening telephone numbers. Coastie’s friends will contact you as soon as possible to get the details for his visit. For more information about Coastie, please visit Coastie’s website at www.coastie.org. Mahalo.”