

PSC DESK TELEPHONE PROCEDURES

Introduction This business process guide provides desk telephone instructions and procedures for [PSC members](#) and [Division Telephone Coordinators \(TCOs\)](#).

Discussion Coast Guard modernization placed the sole PSC IT Specialist in the BOPS-C Branch with approved functional statements for an IT staff of three. The IT staff was not resourced and this work-resource imbalance requires PSC divisions to appoint both a Primary and Alternate TCO to perform the tasks described in this process guide.

Periodically, desk telephones need to be added, relocated, disconnected, assigned new numbers, have passwords reset, etc. Additionally, there may be a need to install phone, facsimile, or data lines where none currently exist.

Command desk telephones are serviced and supported by the Department of Transportation (DOT). In most cases this support requires a Telephone Service Request (TSR) be submitted by the Division TCO.

TSRs are not free and unless the TSR is considered “mission essential” by the Division Chief, it should not be submitted. Funding for all TSRs must be approved by the Division Funds Manager and the BOPS-R Branch prior to submission to DOT. Divisions will be required to justify excessive expenditures and pay for any requests with a priority higher than routine.

Priority Levels Costs associated with TSRs are determined by both the type of request and the priority level placed on the request. The three TSR priority levels are:

Priority Level	Number of Days in which Processed
Routine	Within 5 business days
Priority	Within 3 business days
Emergency	Within 1 business day

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PSC DESK TELEPHONE PROCEDURES

Service Costs Service costs increase substantially for each priority level requested. Costs for various TSRs are:

DOT Services	Priority with Hourly Costs		
	Routine	Priority	Emergency
Telephone adds, moves, line installs require an on-site technician to complete	\$250	\$375	\$500
Software Changes (voicemail resets, name display changes, etc.) – can be completed remotely	\$36	\$72	\$108

Equipment Costs

Item	Cost
Meridian 2616 (16 button) telephone	\$112
*Meridian 3904 (Replaces M2008HF)	\$270
Data/Phone Line (cabling/jacks)	\$100

Division Points of Contact

Division	TCO Primary/Alternate	Funds Manager Primary/Alternate
BOPS	Mr. Curtis Jones/YN3 Coleman	CWO Alvarez/SKC Morere
EPM	YNC Dean/YN1 Bell	LT Brass/YNC Dean
RPM	YN2 Zak/YN2 Libstaff	Mr. Nunnery/CDR Hanley
OPM	Mr. Alan Baldwin/LCDR O'Brien	LT Cameron/YNC Canty
HR&A/CMD STAFF	CWO Turner/ YNC Cain	CWO Turner/LT LiBrando
PSD	HS1 Roberts/SK1 Burgess	YNCS Fernandez/CWO Petro

Member Requirements and Procedures – No TSR Required

Requirement	Procedures
Inoperative Telephone	Call 5-HELP (4357) to request assistance. Once the recording plays press “0” as there are no options for phone problems. Because CG Ballston is the “only” CG site still supported by DOT for telephones, your name may not be in their database. If asked, please provide your office location (Ballston) and contact information. DOT will assign a ticket number to your request and a technician to fix your problem.
Voice Mail Instructions	See the DOT Voice Mail Users Guide .

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Member Requirements and Procedures – TSR Required

Requirement	Procedures
<p>TSR Basic Instructions</p>	<p>Submit request through your Division Funds Account Manager and TCO to ARL-SG-CGPSC-BOPS-R-FINANCE. This authorizes a funds transfer from your division account to the command general telephone account for the cost of TSR. (see Notes below)</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Make sure you include both your Funds Manager and TCO in the email or your request will not be processed. (See Division Points of Contact on page 2. 2. Once funds are approved, BOPS-R will reply back authorizing your request. 3. Your Division TCO will then submit the TSR to DOT.
<p>Telephone Moves</p>	<ol style="list-style-type: none"> 1. See TSR Basic Instructions above. 2. Required information for a telephone move includes: <ul style="list-style-type: none"> • Extension (3-XXXX) • Person extension is assigned to • Move from (room and jack number) • Move to (room and jack number) • Priority: (Routine, Priority, or Emergency) • Estimated Cost: (see Priority Levels and Service Costs on page 2)
<p>Display Office/ Name Change</p>	<ol style="list-style-type: none"> 1. See TSR Basic Instructions above. 2. Required information for a Display Name Change includes: <ul style="list-style-type: none"> • Extension (3-XXXX) • Office Display Name (Personal names are not authorized) • Estimated Cost (see Priority Levels and Service Costs on page 2) <p>Note: Office name displays are used versus individual names to minimize costs.</p>

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PSC DESK TELEPHONE PROCEDURES

Member Requirements and Procedures – TSR Required (continued)

Telephone Purchase	Step	Action	
	1	Ensure there is an existing telephone line available.	
	2	If telephone line is...	Then...
		available	proceed to step 3 below.
		not available	see Telephone, Facsimile, or Data Line Add procedures on page 5, and then proceed to step 3.
	3	1. See TSR Basic Instructions on page 3. 2. Required information for a telephone purchase TSR includes: <ul style="list-style-type: none"> • Person phone will be assigned to. • Room number and jack number where it will be connected. • Phone type. (See Equipment Costs on page 2). • Priority: (Routine, Priority, or Emergency) • Estimated Cost: Includes cost of phone plus hourly cost for installation (See Priority Levels and Service Costs on page 2). 	
Voice Mail Password Reset	Step	Action	
	1	Attempt to get password from previous phone user.	
	2	If...	Then...
		successful at obtaining the password from the previous phone user	follow the “Changing your password” instructions in the DOT Voice Mail Users Guide .
		unsuccessful at obtaining the password from the previous phone user	see Notes below.
	Notes: 1. See TSR Basic Instructions on page 3. 2. Required information for a Voicemail Password reset includes: <ul style="list-style-type: none"> • Extension (3-XXXX) • Person Name assigned to extension • Priority: (Routine, Priority, or Emergency) • Estimated Cost: Service Cost + Materials + Phone (if needed) 3. The default password will be reset to “20598”.		

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Member Requirements and Procedures – TSR Required (continued)

Telephone, Facsimile, or Data Line Add	Step	Action	
	1	Ensure there are existing electrical outlets available for equipment for data or Fax lines.	
	2	If electrical outlet is...	Then...
		available	proceed to step 3 below.
		not available	request division submit a PR for required electric connectivity. Once installed, see Notes below.

Notes:

1. See [TSR Basic Instructions](#) on page 3.
2. Required information for a telephone/Data Line TSR includes:
 - Request Type: (Phone, FAX, or Data Line)
 - Office/POC for request
 - New Phone Needed
 - Room Number/Location for Jack
 - Priority: (Routine, Priority, or Emergency)
 - Estimated Cost (see [Priority Levels and Service Costs](#) on page 2.
3. Cost estimate should include \$100 for materials + service costs + new phone (if required).
2. New phone line number passwords are set to “20598”.

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Division TCO Procedures

Requirement	Procedures									
Inoperative Telephone	TCOs do not need to take action on this. It is the member's responsibility to call 5-HELP (4357) to request assistance. DOT will assign a ticket number to their request and a technician to fix the problem.									
TSR General Procedures	<p>Members are required to submit requests through their Division Funds Account Manager and TCO to ARL-SG-CGPSC-BOPS-R-FINANCE. This authorizes a funds transfer from the division account to the command general telephone account for the TSR cost.</p> <table border="1" data-bbox="428 663 1396 890"> <thead> <tr> <th data-bbox="428 663 526 699">Step</th> <th data-bbox="526 663 1396 699">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="428 699 526 814">1</td> <td data-bbox="526 699 1396 814">Complete and fax a TSR cover sheet (Form 1740.2) and TSR (Form 1740.2a) to DOT, FAX ext. 6-9685 upon approval from BOPS-R. A TSR Cover Sheet sample can be found on page 9.</td> </tr> <tr> <td data-bbox="428 814 526 890">2</td> <td data-bbox="526 814 1396 890">File a copy of the DOT Work Order upon receipt and notify requestor of date work is expected to be completed.</td> </tr> </tbody> </table> <p>Notes:</p> <ol style="list-style-type: none"> Members must include both the Funds Manager and the Division TCO in the email or their request will not be processed. Once funds are approved, BOPS-R will reply back authorizing the request. DOT POC for TSR questions/issues is Mr. Tom Greene at 202-366-9689, Tom.Greene@dot.gov 	Step	Action	1	Complete and fax a TSR cover sheet (Form 1740.2) and TSR (Form 1740.2a) to DOT, FAX ext. 6-9685 upon approval from BOPS-R. A TSR Cover Sheet sample can be found on page 9.	2	File a copy of the DOT Work Order upon receipt and notify requestor of date work is expected to be completed.			
Step	Action									
1	Complete and fax a TSR cover sheet (Form 1740.2) and TSR (Form 1740.2a) to DOT, FAX ext. 6-9685 upon approval from BOPS-R. A TSR Cover Sheet sample can be found on page 9.									
2	File a copy of the DOT Work Order upon receipt and notify requestor of date work is expected to be completed.									
Display Name Change	<table border="1" data-bbox="428 1178 1396 1367"> <thead> <tr> <th data-bbox="428 1178 526 1213">Step</th> <th data-bbox="526 1178 812 1213">Action</th> <th data-bbox="812 1178 1396 1213">Required Information</th> </tr> </thead> <tbody> <tr> <td data-bbox="428 1213 526 1289">1</td> <td data-bbox="526 1213 812 1289">Ensure requestor provided all required information to process Display Name TSR.</td> <td data-bbox="812 1213 1396 1289"></td> </tr> <tr> <td data-bbox="428 1289 526 1367">2</td> <td data-bbox="526 1289 812 1367">Process TSR in accordance with TSR General Procedures above.</td> <td data-bbox="812 1289 1396 1367">A TSR Display Name Change sample can be found on page 11.</td> </tr> </tbody> </table> <p>Note: Office name displays are used versus individual names to minimize costs.</p>	Step	Action	Required Information	1	Ensure requestor provided all required information to process Display Name TSR.		2	Process TSR in accordance with TSR General Procedures above.	A TSR Display Name Change sample can be found on page 11.
Step	Action	Required Information								
1	Ensure requestor provided all required information to process Display Name TSR.									
2	Process TSR in accordance with TSR General Procedures above.	A TSR Display Name Change sample can be found on page 11.								

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PSC DESK TELEPHONE PROCEDURES

Division TCO Procedures (continued)

Requirement	Procedures				
Voice Mail Password Reset	Step	Action			
	1	Ask requestor if they attempted to get password from previous phone user before processing TSR.			
	2	Ensure requestor provided all required information to process Voicemail Password Reset TSR.			
	3	Process TSR in accordance with TSR General Procedures on page 6. A TSR Voice Mail Password Reset sample can be found on page 12.			
Note: The default password will be reset to “20598”.					
Telephone Purchase	Step	Action	Required Information		
	1	Ensure requestor provided all required information to process TSR.			
	2	Process TSR in accordance with TSR General Procedures on page 6. A TSR Telephone Purchase sample can be found on page 13.			
Note: The default password should be set to “20598”.					
Telephone, Facsimile, or Data Line Add	Step	Action	Required Information		
	1	Ensure requestor provided all required information to process TSR.			
	2	If request is for...	Then...	And see TSR sample on...	
		New Phone Line	assign new number	page 14	
		New FAX Line	assign new number	page 15	
New Data Line		page 16			
3	Process TSR in accordance with TSR General Procedures on page 6.				
Notes: 1. PSC has a range of assigned DOT numbers to use for phone/fax lines. Each TCO must assign a number from their block of assigned numbers. 2. Telephone, facsimile, and data line costs must include service costs plus cost of materials. Estimate \$100 for materials + service costs per line + new phone (if required).					

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PSC DESK TELEPHONE PROCEDURES

Division TCO Procedures (continued)

Telephone Move	Step	Action	Required Information
	1	Ensure requestor provided all required information to process TSR.	
2	Process TSR in accordance with TSR General Procedures on page 6. A TSR Move sample can be found on page 10.		

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Sample TSR Cover Sheet

TELECOMMUNICATIONS OPERATIONS DIVISION TELEPHONE SERVICE REQUEST

DATE OF REQUEST: _____ 01/17/2011 _____
DATE SERVICES REQUESTED: _____ 01/24/2011 _____
REQUESTOR: _____ YN1 Joe Bagodonuts _____
REQUESTOR PHONE NUMBER: _____ 202-493-1234 _____
ROUTING SYMBOL: _____ CGPSC- _____
ROOM NUMBER: _____ Rm _____ Bldg 4200 Wilson Blvd _____ Arlington, VA 22203 _____
PROGRAM ELEMENT CODE: _____
OFFICE TELEPHONE COORDINATOR: _____ YN2 John B. Quick _____ (If other than the Requestor)
<input checked="" type="checkbox"/> <i>Routine</i> <input type="checkbox"/> <i>Priority</i> <input type="checkbox"/> <i>Emergency</i>

Agency Use Only
Request # _____ Authorizing Official _____

TOPS Internal Use Only
ORDER # _____ DATE RECEIVED: _____
TMS # _____ DATE ISSUED: _____
DATE DUE: _____

Comments: SEE ATTACHED TSRs. PLEASE DO ANY VOICEMAIL RESETS RIGHT AWAY! 3904 Phones Config: 00- EXT, 01 - ROLLOVER, 02 THRU 11- ADL, 16 - MWK, 17 - TRNSFR, 18 - CONF, 19 - FORWARD, 20 - RING AGAIN, 21 - PARK, 22 - RING PICKUP _____ _____ _____
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Form 1740.2 Revised 04/19/02 TSRFORM.DOC

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Sample Move TSR

TELECOMMUNICATIONS OPERATIONS DIVISION TELEPHONE SERVICE REQUEST

Attachment

****ALL DIRECTORY/BILLING FIELDS MUST BE COMPLETED****

<p style="text-align: center;">DIRECTORY INFORMATION</p> <p><input checked="" type="checkbox"/> <i>Published</i> <input type="checkbox"/> <i>Unlisted</i> <input type="checkbox"/> <i>Contractor</i></p> <p>First Name: <u>PSC-EPM-2</u> (DISPLAY NAME)</p> <p>Last Name: <u>(YN3 Goldblatz)</u></p> <p>Phone Number: <u>202-493-1234</u></p> <p>Agency: <u>CGBAL</u> Routing Symbol: <u>CGPSC-EPM-2</u></p> <p>Building: <u>4200 Wilson Blvd</u> Room: <u>900</u> Floor: <u>9</u></p>	<p style="text-align: center;">BILLING INFORMATION</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p><u>CGPSC-EPM</u></p> <p style="text-align: center;">Billing Account Code</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">===== TASC USERS ONLY =====</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <p style="text-align: center;">DELPHI Org Segment</p> </div>
<p>SERVICE REQUIRED</p>	
<p><input type="checkbox"/> <i>Add</i></p> <p><input checked="" type="checkbox"/> <i>Move</i></p> <p><input type="checkbox"/> <i>Swap Inside Move w/</i> _____</p> <p><input type="checkbox"/> <i>Delete</i></p> <p><input type="checkbox"/> <i>Name Display Change</i></p> <p><input type="checkbox"/> <i>Voicemail Password Reset</i></p> <p><input type="checkbox"/> <i>Other</i></p> <p>_____</p> <p>_____</p>	<p><input type="checkbox"/> <i>Single-Line</i></p> <p><input type="checkbox"/> <i>Multi-Line</i></p> <p>Type of Equipment: <u>M2008HF</u></p> <p><input checked="" type="checkbox"/> <i>Voice (DIGITAL)</i></p> <p><input type="checkbox"/> <i>Data/Modem</i></p> <p><input type="checkbox"/> <i>Fax</i></p>
<p>FROM:</p> <p>Room Number: <u>Suite 900 (BM NORTH)</u></p> <p>Cable Number: <u>9-A-32</u></p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group:</p> <p>_____</p> <p>List an existing number in Call Pickup Group:</p> <p>_____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>TO:</p> <p>Room Number: <u>Suite 900 (MK & FS)</u></p> <p>Cable Number: <u>9-A-36</u></p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group:</p> <p>_____</p> <p>List an existing number in Call Pickup Group:</p> <p>_____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting <input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Form 1740.2a Revised 09/05/01 TSRA.DOC

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PSC DESK TELEPHONE PROCEDURES

Sample Display Office Name Change TSR

TELECOMMUNICATIONS OPERATIONS DIVISION TELEPHONE SERVICE REQUEST

Attachment

****ALL DIRECTORY/BILLING FIELDS MUST BE COMPLETED****

<p style="text-align: center;">DIRECTORY INFORMATION</p> <p><input checked="" type="checkbox"/> <i>Published</i> <input type="checkbox"/> <i>Unlisted</i> <input type="checkbox"/> <i>Contractor</i></p> <p>First Name: <u>Chief, OPM-2</u> (DISPLAY NAME)</p> <p>Last Name: _____ (CDR Ima Deboss)</p> <p>Phone Number: <u>202-493-2345</u></p> <p>Agency: <u>CGBAL</u> Routing Symbol: <u>CGPSC-OPM-2</u></p> <p>Building: <u>4200 Wilson Blvd</u> Room: <u>1100</u> Floor: <u>11</u></p>	<p style="text-align: center;">BILLING INFORMATION</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p><u>CGPSC-OPM</u></p> <p style="text-align: center;">Billing Account Code</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">***** TASC USERS ONLY *****</p> <hr style="border: 0.5px solid black;"/> <p style="text-align: center;">DELPHI Org Segment</p> </div>
<p>SERVICE REQUIRED</p>	
<p><input type="checkbox"/> <i>Add</i></p> <p><input type="checkbox"/> <i>Move</i></p> <p><input type="checkbox"/> <i>Swap Inside Move w/ _____</i></p> <p><input type="checkbox"/> <i>Delete</i></p> <p><input checked="" type="checkbox"/> <i>Name Display Change</i></p> <p><input type="checkbox"/> <i>Voicemail Password Reset</i></p> <p><input type="checkbox"/> <i>Other</i></p> <p>_____</p>	<div style="border-left: 1px solid black; border-right: 1px solid black; height: 100px; margin-bottom: 5px;"></div> <p><input type="checkbox"/> Single-Line</p> <p><input type="checkbox"/> Multi-Line</p> <p>Type of Equipment: <u>M2008HF</u></p> <p><input type="checkbox"/> Voice (DIGITAL)</p> <p><input type="checkbox"/> Data/Modem</p> <p><input type="checkbox"/> Fax</p>
<p>FROM:</p> <p>Room Number: _____</p> <p>Cable Number: _____</p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group:</p> <p>_____</p> <p>List an existing number in Call Pickup Group:</p> <p>_____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>TO:</p> <p>Room Number: _____</p> <p>Cable Number: _____</p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group:</p> <p>_____</p> <p>List an existing number in Call Pickup Group:</p> <p>_____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting <input type="checkbox"/> Yes <input type="checkbox"/> No</p>

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PSC DESK TELEPHONE PROCEDURES

Sample Voicemail Password Reset TSR

TELECOMMUNICATIONS OPERATIONS DIVISION TELEPHONE SERVICE REQUEST

Attachment

****ALL DIRECTORY/BILLING FIELDS MUST BE COMPLETED****

<p style="text-align: center;">DIRECTORY INFORMATION</p> <p><input checked="" type="checkbox"/> <i>Published</i> <input type="checkbox"/> <i>Unlisted</i> <input type="checkbox"/> <i>Contractor</i></p> <p>First Name: <u>PSC-PSD-MR</u> (DISPLAY NAME)</p> <p>Last Name: <u>(Ms Nonya Bizwax)</u></p> <p>Phone Number: <u>202-493-1623</u></p> <p>Agency: <u>CGBAL</u> Routing Symbol: <u>CGPSC-PSD-MR</u></p> <p>Building: <u>4200 Wilson Blvd</u> Room: <u>1100</u> Floor: <u>11</u></p>	<p style="text-align: center;">BILLING INFORMATION</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p><u>CGPSC-PSD</u></p> <p style="text-align: center;">Billing Account Code</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">===== TASC USERS ONLY =====</p> <hr style="border: 0.5px solid black;"/> <p style="text-align: center;">DELPHI Org Segment</p> </div>
SERVICE REQUIRED	
<p><input type="checkbox"/> <i>Add</i></p> <p><input type="checkbox"/> <i>Move</i></p> <p><input type="checkbox"/> <i>Swap Inside Move w/</i> _____</p> <p><input type="checkbox"/> <i>Delete</i></p> <p><input type="checkbox"/> <i>Name Display Change</i></p> <p><input checked="" type="checkbox"/> <i>Voicemail Password Reset</i></p> <p><input type="checkbox"/> <i>Other</i></p>	<div style="border-left: 1px solid black; border-right: 1px solid black; height: 100px; margin: 0 auto 10px auto;"></div> <p><input type="checkbox"/> Single-Line</p> <p><input type="checkbox"/> Multi-Line</p> <p>Type of Equipment: <u>M2008HF</u></p> <p><input type="checkbox"/> Voice (DIGITAL)</p> <p><input type="checkbox"/> Data/Modem</p> <p><input type="checkbox"/> Fax</p>
<p>FROM:</p> <p>Room Number: _____</p> <p>Cable Number: _____</p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group: _____</p> <p>List an existing number in Call Pickup Group: _____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>TO:</p> <p>Room Number: _____</p> <p>Cable Number: _____</p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group: _____</p> <p>List an existing number in Call Pickup Group: _____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>

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PSC DESK TELEPHONE PROCEDURES

Sample Phone Add TSR (Existing Wall Jack)

TELECOMMUNICATIONS OPERATIONS DIVISION TELEPHONE SERVICE REQUEST

Attachment

****ALL DIRECTORY/BILLING FIELDS MUST BE COMPLETED****

<p style="text-align: center;">DIRECTORY INFORMATION</p> <p><input checked="" type="checkbox"/> Published <input type="checkbox"/> Unlisted <input type="checkbox"/> Contractor</p> <p>First Name: <u>PSC-HRA</u> (DISPLAY NAME)</p> <p>Last Name: <u>YN2 Butkus</u></p> <p>Phone Number: <u>202-493-1234</u></p> <p>Agency: <u>CGBAL</u> Routing Symbol: <u>CGPSC-HRA</u></p> <p>Building: <u>4200 Wilson Blvd</u> Room: <u>1133</u> Floor: <u>11</u></p>	<p style="text-align: center;">BILLING INFORMATION</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p><u>CGPSC-HRA</u></p> <p style="text-align: center;">Billing Account Code</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">***** TASC USERS ONLY *****</p> <hr style="border: 0.5px solid black;"/> <p style="text-align: center;">DELPHI Org Segment</p> </div>
<p>SERVICE REQUIRED</p>	
<p><input checked="" type="checkbox"/> Add</p> <p><input type="checkbox"/> Move</p> <p><input type="checkbox"/> Swap Inside Move w/ _____</p> <p><input type="checkbox"/> Delete</p> <p><input checked="" type="checkbox"/> Name Display Change</p> <p><input checked="" type="checkbox"/> Voicemail Password Reset</p> <p><input type="checkbox"/> Other</p>	<p><input type="checkbox"/> Single-Line</p> <p><input type="checkbox"/> Multi-Line</p> <p>Type of Equipment: <u>M3904</u></p> <p><input checked="" type="checkbox"/> Voice (DIGITAL)</p> <p><input type="checkbox"/> Data/Modem</p> <p><input type="checkbox"/> Fax</p>
<p>FROM:</p> <p>Room Number: _____</p> <p>Cable Number: _____</p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group:</p> <p>_____</p> <p>List an existing number in Call Pickup Group:</p> <p>_____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>TO:</p> <p>Room Number: <u>Suite 1133</u></p> <p>Cable Number: <u>9-B-32</u></p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group:</p> <p>_____</p> <p>List an existing number in Call Pickup Group:</p> <p>_____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting <input type="checkbox"/> Yes <input type="checkbox"/> No</p>

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PSC DESK TELEPHONE PROCEDURES

Sample Phone Add TSR (No Existing Jack)

TELECOMMUNICATIONS OPERATIONS DIVISION TELEPHONE SERVICE REQUEST

Attachment

****ALL DIRECTORY/BILLING FIELDS MUST BE COMPLETED****

<p style="text-align: center;">DIRECTORY INFORMATION</p> <p><input checked="" type="checkbox"/> Published <input type="checkbox"/> Unlisted <input type="checkbox"/> Contractor</p> <p>First Name: <u>PSC-HRA</u> (DISPLAY NAME)</p> <p>Last Name: <u>(YN2 Butkus)</u></p> <p>Phone Number: <u>202-493-1234</u></p> <p>Agency: <u>CGBAL</u> Routing Symbol: <u>CGPSC-HRA</u></p> <p>Building: <u>4200 Wilson Blvd</u> Room: <u>1133</u> Floor: <u>11</u></p>	<p style="text-align: center;">BILLING INFORMATION</p> <p><u>CGPSC-HRA</u> Billing Account Code</p> <p style="text-align: center;">===== TASC USERS ONLY =====</p> <p style="text-align: center;">_____ DELPHI Org Segment</p>
<p>SERVICE REQUIRED</p>	
<p><input checked="" type="checkbox"/> Add <input type="checkbox"/> Move <input type="checkbox"/> Swap Inside Move w/ _____ <input type="checkbox"/> Delete <input checked="" type="checkbox"/> Name Display Change <input checked="" type="checkbox"/> Voicemail Password Reset <input checked="" type="checkbox"/> Other <input checked="" type="checkbox"/> * NEED TELEPHONE LINE RAN</p>	<p><input checked="" type="checkbox"/> Single-Line <input type="checkbox"/> Multi-Line</p> <p>Type of Equipment: <u>M3904</u></p> <p><input checked="" type="checkbox"/> Voice (DIGITAL) <input type="checkbox"/> Data/Modem <input type="checkbox"/> Fax</p>
<p>FROM:</p> <p>Room Number: _____</p> <p>Cable Number: _____</p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group: _____</p> <p>List an existing number in Call Pickup Group: _____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>TO:</p> <p>Room Number: <u>Suite 1133</u></p> <p>Cable Number: <u>* NEED NEW TEL LINE RAN</u></p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group: _____</p> <p>List an existing number in Call Pickup Group: _____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting <input type="checkbox"/> Yes <input type="checkbox"/> No</p>

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PSC DESK TELEPHONE PROCEDURES

Sample FAX Line Add TSR

TELECOMMUNICATIONS OPERATIONS DIVISION TELEPHONE SERVICE REQUEST

Attachment

****ALL DIRECTORY/BILLING FIELDS MUST BE COMPLETED****

<p style="text-align: center;">DIRECTORY INFORMATION</p> <p><input checked="" type="checkbox"/> <i>Published</i> <input type="checkbox"/> <i>Unlisted</i> <input type="checkbox"/> <i>Contractor</i></p> <p>First Name: <u>PSC-HRA FAX</u> (DISPLAY NAME)</p> <p>Last Name: _____</p> <p>Phone Number: <u>202-493-1269</u></p> <p>Agency: <u>CGBAL</u> Routing Symbol: <u>CGPSC-HRA</u></p> <p>Building: <u>4200 Wilson Blvd</u> Room: <u>1133</u> Floor: <u>11</u></p>	<p style="text-align: center;">BILLING INFORMATION</p> <p><u>CGPSC-HRA</u> Billing Account Code</p> <hr/> <p style="text-align: center;">===== TASC USERS ONLY =====</p> <hr/> <p style="text-align: center;">DELPHI Org Segment</p>
<p>SERVICE REQUIRED</p>	
<p><input checked="" type="checkbox"/> <i>Add</i></p> <p><input type="checkbox"/> <i>Move</i></p> <p><input type="checkbox"/> <i>Swap Inside Move w/ _____</i></p> <p><input type="checkbox"/> <i>Delete</i></p> <p><input checked="" type="checkbox"/> <i>Name Display Change</i></p> <p><input type="checkbox"/> <i>Voicemail Password Reset</i></p> <p><input checked="" type="checkbox"/> <i>Other</i></p> <p>* NEED FAX LINE RAN</p>	<p><input type="checkbox"/> <i>Single-Line</i></p> <p><input type="checkbox"/> <i>Multi-Line</i></p> <p>Type of Equipment: <u>FAX (CPE)</u></p> <p><input type="checkbox"/> <i>Voice (DIGITAL)</i></p> <p><input type="checkbox"/> <i>Data/Modem</i></p> <p><input checked="" type="checkbox"/> <i>Fax</i></p>
<p>FROM:</p> <p>Room Number: _____</p> <p>Cable Number: _____</p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group: _____</p> <p>List an existing number in Call Pickup Group: _____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>TO:</p> <p>Room Number: <u>Suite 1133</u></p> <p>Cable Number: <u>NEED NEW FAX LINE RAN</u></p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group: _____</p> <p>List an existing number in Call Pickup Group: _____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting <input type="checkbox"/> Yes <input type="checkbox"/> No</p>

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PSC DESK TELEPHONE PROCEDURES

Sample Data Line Add TSR

TELECOMMUNICATIONS OPERATIONS DIVISION TELEPHONE SERVICE REQUEST

Attachment

****ALL DIRECTORY/BILLING FIELDS MUST BE COMPLETED****

<p style="text-align: center;">DIRECTORY INFORMATION</p> <p>___ <i>Published</i> ___ <i>Unlisted</i> ___ <i>Contractor</i></p> <p>First Name: _____</p> <p>Last Name: _____</p> <p>Phone Number: _____</p> <p>Agency: <u>CGBAL</u> Routing Symbol: <u>CGPSC-HRA</u></p> <p>Building: <u>4200 Wilson Blvd</u> Room: <u>1133</u> Floor: <u>11</u></p>	<p style="text-align: center;">BILLING INFORMATION</p> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;"> <p><u>CGPSC-HRA</u></p> <p style="text-align: center;">Billing Account Code</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p style="text-align: center;">===== TASC USERS ONLY =====</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <p style="text-align: center;">DELPHI Org Segment</p> </div>
<p>SERVICE REQUIRED</p>	
<p><input checked="" type="checkbox"/> <u>Add</u></p> <p>___ <i>Move</i></p> <p>___ <i>Swap Inside Move w/</i> _____</p> <p>___ <i>Delete</i></p> <p>___ <i>Name Display Change</i></p> <p>___ <i>Voicemail Password Reset</i></p> <p><input checked="" type="checkbox"/> <u>Other</u></p> <p>* NEED COMPUTER LINE RAN</p>	<div style="border-left: 1px solid black; border-right: 1px solid black; height: 100px; margin: 0 auto;"></div> <p><input type="checkbox"/> <u>Single-Line</u></p> <p><input type="checkbox"/> <u>Multi-Line</u></p> <p>Type of Equipment: <u>PC (CPE)</u></p> <p>___ <u>Voice (DIGITAL)</u></p> <p><input checked="" type="checkbox"/> <u>Data/Modem</u></p> <p>___ <u>Fax</u></p>
<p>FROM:</p> <p>Room Number: _____</p> <p>Cable Number: _____</p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group:</p> <p>_____</p> <p>List an existing number in Call Pickup Group:</p> <p>_____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting: ___ Yes ___ No</p>	<p>TO:</p> <p>Room Number: <u>Suite 1133</u></p> <p>Cable Number: <u>NEW COMPUTER LINE RAN</u></p> <p>CLASS OF SERVICE: _____</p> <p>FEATURE PACKAGE: _____</p> <p>List an existing number in Speed Call Group:</p> <p>_____</p> <p>List an existing number in Call Pickup Group:</p> <p>_____</p> <p>On Busy to Extension: _____</p> <p>No Answer to Extension: _____</p> <p>Group Intercom Number: _____</p> <p>Member Number: _____</p> <p>Call Waiting ___ Yes ___ No</p>

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