

Non-VoIP Business Line

Voice Wireless
July 16, 2019

Rate

Refer to the Service Catalog for the most current rate. This rate charged per telephone line.

http://www.cio.nebraska.gov/sla/pdf/RPT5_WEB_RATES_PUBLISHED.pdf

General Overview

Non-VoIP Business Line is the service telecommunication carriers have historically called Business Line 1 (B1). Customers using this service have business needs that do not qualify using the Statewide VoIP service offering. This offering is specific to customers previously using CenturyLink and Windstream Centrex service.

Service Details

This is an analog service provided by the telecommunication carriers.

The Non-VoIP Business Line Service includes:

- Telephone line
- Unlimited use of outbound Long Distance service
- Licensing and software
- Access to electronic billing
- Training
- Surplus of telephone sets

The service does not include:

- Any wiring necessary to connect telephone sets
- Toll Free inbound (800, 888, 877) service
- Regulatory fees
- Additional Features
- Analog telephone set/hardware
- Headsets
- Installation
- Moves, adds, and changes

Non-VoIP Business Line

Roles and Responsibilities

Responsibilities of the Office of the CIO:

- Problem diagnosis and resolution with the carrier.
- Placing all service orders with the carrier (ie. Moves, adds, changes, disconnects)
- Consolidated billing

Responsibilities of the Customer:

- All telephone set moves must be coordinated thru the OCIO Voice Team.
- Review telephone bills from OCIO for accuracy
- Reporting all service and incident requests through the OCIO Service Desk via a Communications Coordinator
- Ensure wiring is in place prior to phone installation

Requesting Service

To request this service, please contact the OCIO Service Desk via the Nebraska Service Portal:

<https://serviceportal.ne.gov>

Service Expectations, Hours, Availability and Reliability

Customers may contact the Service Desk 24x7 using the contact information below. Customers can also view the Service Desk Website and open service requests by visiting:

<http://www.cio.nebraska.gov/servicedesk/index.html>

Billing Information

The Office of the CIO uses billing accounts, job codes and billing number for authorizing work and tracking costs for specific projects. Customers may designate a job code and billing number to use or request a new job code and billing number. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

For further information, please contact:

The Office of the CIO Service Desk

Request this Service: <https://serviceportal.ne.gov>

cio.help@nebraska.gov

402-471-4636 or 800-982-2468