

Cisco Soft Phone

Voice Wireless Communications
July 2021

Rate: \$8.00/telephone line/month

Description	Rate FY22/FY23
Cisco Soft Phone with Hardline	\$8.00/telephone line/month

All OCIO rates can be found at: <https://cio.nebraska.gov/financial/serv-rates.html>

General Overview

Cisco Soft Phone is an on premise OCIO cloud service offering used for call center emergency purposes only. [This service offering is available to existing Cisco phone customers only.](#)

Service Details

Soft phones are installed and connected to an existing State Network infrastructure via VPN. This service offering **does** meet IRS requirements if you are connecting via VPN and are using a State issued laptop.

The Cisco Soft Phone includes:

- One of your existing desktop Telephone Numbers (if you have more than one)
- Voice Mail
- Email delivery of Voice Mail messages
- Unlimited use of outbound Long Distance service
- Already purchased licensing and software

The service does **not** include:

- State issued computer or laptop
- Internet service
- Any wiring necessary to connect to the internet service
- Toll Free inbound (800, 888, 877) service
- Add-on module
- Dedicated conference phone
- Headsets
- Data circuit
- Installation
- Moves, adds, and changes
- VPN
- Encryption
- New licensing and software

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Roles and Responsibilities

Responsibilities of the Office of the CIO:

- Problem diagnosis and resolution with the OCIO platform
- Programming changes on the OCIO platform
- Consolidated billing
- Installation documents

Responsibilities of the Customer:

- **Customers MUST NOT use this service to call 911.**
- Review telephone bills from OCIO for accuracy
- Reporting all service and incident requests through the OCIO Service Desk via a Communications Coordinator
- Customer must provide internet access
- Customer must have VPN account
- Customer must provide State issued workstation or laptop
- Customer must provide headset
- Minimum hardware OS is Windows 7 (Linux/Unix not supported)

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>

Cost and Billing Information

The Office of the CIO Voice Team uses Job Codes and Billing Numbers 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>

402-471-4636 or 800-982-2468