

# Statewide VoIP Service

*Voice Wireless Communications  
 July 2021*

**Rate:** Based upon telephone line

Description	Rate FY22/FY23
Statewide VoIP Service	\$25.00/telephone line/month
Statewide VoIP Install Charge	\$13.00/telephone line/onetime fee
Statewide VoIP Basic ACD Service	\$62.45/ACD Phone/month

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

## General Overview

Statewide Voice Over Internet Protocol (VoIP) service is a cloud service offering that can be used at multiple locations throughout Nebraska.

## Service Details

IP phones are installed and connected to an existing Local Area Network infrastructure (LAN). The phones may be either stand alone or share an Ethernet jack with an existing computer workstation. LAN infrastructures are connected to the State network using existing data circuits where IP telephony data is passed to the carrier at dedicated handoff points in Omaha and Lincoln.

### The Statewide VoIP Service includes:

- Telephone line
- Telephone set
- Telephone set maintenance
- Voice Mail
- Email delivery of Voice Mail messages
- Unlimited use of outbound Long-Distance service
- Licensing and software
- Three-way calling
- Universal Call Forward
- Last call Return
- Call Hold
- Call Waiting
- Multi-line capability
- Access to electronic billing
- Training
- Surplus of Centrex telephone sets
- Full Duplex Speaker Phone Capability

# Statewide VoIP Service

## The service does **not** include:

- Any wiring necessary to connect telephone sets to the LAN
- Toll Free inbound (800, 888, 877) service
- Regulatory fees
- Add-on module
- Dedicated conference phone
- Headsets
- Data circuit
- Base Technology Fee ([http://cio.ne.gov/financial/serv-rates/data-comm/tech-fee/docs/SD\\_Data\\_Communications\\_Technology\\_Fee.pdf](http://cio.ne.gov/financial/serv-rates/data-comm/tech-fee/docs/SD_Data_Communications_Technology_Fee.pdf))
- Installation
- Moves, adds, and changes

## Roles and Responsibilities

### *Responsibilities of the Office of the CIO:*

- All infrastructure and support necessary for the Statewide VoIP Service.
- Problem diagnosis and resolution with the carrier.
- Programming changes
- Placing all service orders with the carrier (ie. Moves, adds, changes, disconnects)
- Consolidated billing
- Provide training and training materials

### *Responsibilities of the Customer:*

- Telephone sets must remain where installed. In order to retain accurate E911 address information 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 network connectivity 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>

## **Statewide VoIP Service**

### **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 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.

## **The Office of the CIO Service Desk**

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

[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)

**402-471-4636 or 800-982-2468**