



## IOWA COMMUNICATIONS NETWORK REQUEST FOR SERVICES

**Email Completed form to [ICN.CSS@Iowa.gov](mailto:ICN.CSS@Iowa.gov)**

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### REQUESTING INFORMATION SECTION

Requesting Agency: <b>(a)</b>	Agency Internal Tracking #: <b>(b)</b>
Person Preparing this Request: <b>(c)</b>	Telephone Number: <b>(d)</b>
Email address: <b>(e)</b>	

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### BILLING SECTION

ICN requires an account number and authorization to process this request.

#### Account Number to be charged:

<b>Install: (f)</b> <i>ICN TENANT # (Billing account, only one install account per form)</i>
<b>Monthly: (g)</b> <i>ICN TENANT # (Billing Account)</i>
<b>Check for expedite (fee will be added) (h)</b>

*"I certify that unencumbered funds are available for the purchase of services requested and that such items are for the sole use of this agency."*

Signature: <b>(i)</b>	Title: <b>(j)</b>
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### LOCATION SECTION

Location of work requested (building, address and floor #). This information is used to identify a caller's location for emergency responders. Please complete the building, address and floor information for each phone number requesting service in this form.

Bldg. Name/Address: <b>(k)</b>	Floor: <b>(l)</b>
Contact Person at that Location: <b>(m)</b>	Phone Number: <b>(n)</b>
Email Address: <b>(o)</b>	

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### DESCRIPTION OF WORK SECTION

Requested date of completion: **(p)**

DETAILED DESCRIPTION OF WORK REQUESTED: (Please describe with enough detail so that work can be properly assigned. If required, attach additional sheets and drawings to identify location.) **(q)**

### INSTRUCTIONS FOR PREPARING THIS FORM:

Note: All fields must be filled out. Empty fields will delay processing your order. For assistance, call (515) 725-4633.

**REQUESTING INFORMATION SECTION:** *This section refers to the person preparing this request. Contact information is included so ICN staff can reach this person if we have questions about the request.*

- (a) Requesting Agency:** Please enter the name of your agency or institution.
- (b) Agency Internal Tracking #:** Some agencies assign a number for their own internal tracking purposes. Please enter your internal agency tracking number here. ICN will include this number in correspondence pertaining to this request for your convenience.
- (c) Person Preparing this Request:** Please enter the name of the person filling out this form.
- (d) Telephone Number:** Please enter the number of the person filling out this form.
- (e) Email Address:** Please enter the email address of the person filling out this form.

**BILLING SECTION:** *This section refers to the install (one-time) charge for services requested, and the monthly (recurring charge) for services requested.*

- (f) Installation: ICN Tenant #:** please include parent and child account number to which to bill installation (one-time) charges
- (g) Monthly: ICN Tenant #:** please include parent and child account number to which to bill monthly (recurring) charges
- (h) Check for Expedite:** Please review ICN's voice service level guidelines in Description of Work Section under Requested Date of Completion. Due dates are based on the type of service you request and measured in BUSINESS DAYS. An expedite fee (one-time "rush" charge) of \$100-\$250 will be applied if you request service to be completed sooner than our standard voice service level guidelines.
- (i) Signature:** Please list the name of the person at your agency who can authorize funds for service.
- (j) Title:** Please list the title of the person at your agency who can authorize funds for service.

**LOCATION SECTION:** *This section refers to the specific location for which you are requesting service. Technicians use this information to locate the equipment, as well as emergency responders as this information is entered in our 911 database. Please provide the name of the building, address and floor number where the work will be performed (example: Grimes Building, 400 E. 14<sup>th</sup> St., Des Moines, IA, 50319, 2<sup>nd</sup> Floor). If you are ordering ICN calling cards, you can also use this section for the mailing address to which to ship the calling cards.*

- (k) Building Name:** Please enter the name of the building in which the work is being completed.
- (l) Floor:** Please enter the floor in which the work is being completed.
- (m) Contact Person at that Location:** Please enter the name of the person on site where work is being performed who is authorized to sign the work order and who can act as a contact for the site technicians for access to the building and work area if needed.
- (n) Telephone Number:** Please enter the telephone number of the contact person on site where the work is being performed.
- (o) Email Address:** Please enter the email address of the contact person on site where the work is being performed.

**DESCRIPTION OF WORK SECTION:** *This section refers to requested date of completion and detailed description of work to be completed. Please include as much detail as possible. See Glossary of Terms section at the end of this document for more information.*

- (p) Requested Date of Completion:** Please enter the requested date of completion for your request. If the completion date needed is earlier than standard voice service levels (see below), please remember to

mark the box “Check for Expedite” in the Billing Section of this form. Voice service level timeframes will not commence until all necessary information has been gathered, so it is important to be thorough when completing this form. Also, guideline days start over if there are changes or additions to a request. The following are the standard guidelines for ICN voice services and are subject to change without notice:

**Calling Card Service** – Three (3) business days to activate a standard calling card and place it in the mail. Custom requests that include high-fraud countries will take longer to activate.

**Line Side Software Changes** – Three (3) business days for display changes, pick groups, hunt groups, and any other line side software change that does not require a technician on site.

**Phone Service  $\leq 7$  lines** – Six (6) business days to complete the Move, Add, or Change (MAC); Twelve (12) business days if outside of Polk County. If required, the Expedite Fee is \$ 100.00.

**Phone Service  $>7$  &  $<25$  lines** – Ten (10) business days to complete the MAC; Fifteen (15) business days if outside of Polk County. If required, the Expedite Fee is \$175.00.

**Phone Service  $\geq 25$  lines** – Fifteen (15) business to complete the MAC; Twenty-one (21) business days if outside of Polk County. If required, the Expedite Fee is \$ 250.00.

**Switched-Voice Service** – Ten (10) business days for PIC and toll free numbers.

**(q) Detailed Description of Work Requested:** Please enter description of work requested in as much detail as possible. The following is a glossary of terms that should assist you in describing work detail as related to voice services listed above:

## **ICN GLOSSARY OF STANDARD VOICE TERMS**

### **Calling Card Service Requests:**

For all calling card types, please include name and telephone number of each card holder. Also include on every new calling card request a mailing address to which ICN can mail the calling cards.

*Capitol Complex Cards* (“CC” or “701” cards): Capitol Complex cards allow a user to dial an 800 number then place calls to any 5-digit extension anywhere on the Capitol Complex.

*ICN Calling Card:* This is a standard calling card that allows a user to call long distance, based on the long distance type allotted for the card. Options available are National: United States only (does not include Canada), or International: All countries excluding “high fraud” countries. High fraud countries must be specifically requested. High fraud countries are: Algeria, Bolivia, China, Cote D’Ivoire, Ecuador, El Salvador, Ethiopia, Gambia, Guatemala, Guinea, Honduras, Lebanon, Mexico, Morocco, Nicaragua, Pakistan, Senegal and Yemen.

### **Line Side Software Changes:**

Line side software changes are modifications to voice switch programming that can be done remotely and do not require a technician on site. The following are some common terms for these services, including a brief description.

*0# Extension or Voice Mail Referral Extension:* The 5-digit extension that voice mail callers will be transferred to when they press 0 # from a user’s voice mail. This can be set by the user in their voice mail subscriber profile, or ICN software technicians can program this remotely.

*Display Name Changes:* The display name for the telephone, usually the first and last name of the user. This is the name that will appear on display telephones when the user calls another extension within the Capitol Complex voice network, and also on the ICN phone bill. On the telephone display, this field cannot exceed 16 characters, including spaces. Requests that exceed 16 characters will be truncated by ICN switch technicians at their discretion.

*Forwarding:* The forwarding target is the 5-digit extension number a caller will be transferred to under various conditions. Forwarding conditions are: Busy, DND (do not disturb) and RNA (ring-no-answer). Most users request forwarding to voice mail under all conditions.

*Intercom/Com Group:* Intercom features vary depending upon programming. Available intercom features are: speaker call one-way, speaker call two-way, or speaker call one-way broadcast.

*Hunt Group:* A group of phones that an incoming call can search to in the same order every time (linear) or search by last idle phone (cyclic). The hunt group pilot number can be a phantom pilot number (Pilot Hunt Group) or the prime line on a phone (Master Hunt Group). Linear hunt groups can be forwarded to voice mail on busy, whereas a cyclic hunt group cannot. A station can belong to multiple hunt groups.

*Line appearances:* Five-digit extension number appearing as a line on a phone other than the primary line. Please specify if you would like an appearance only (no ring) or if you would like the additional line to ring & appear.

*Pick Group:* Users can depress the 'PICK' key twice, or the 'CNCT' key to answer any ringing phone in its own pick group. Pick group phones are generally in the same physical area of the building. A station can belong to only one pick group.

### **Phone Service Requests:**

Phone service requests are modifications to voice switch programming and equipment that require a technician on site. The following are some common terms for these services, including a brief description.

*ACD:* acronym for "Automatic Call Distribution". ACD applications allow callers to queue for the next available agent, and calls are distributed in a first-in, first-out sequence. ACD applications can utilize group-based or skills-based routing, dependent upon the telephone switch which supports your site.

*ACD Agent:* A member of an ACD group.

*ACD Agent ID:* A five-digit code an ACD agent enters to log in to an ACD group.

*ACD Group:* A grouping of agents (can be virtual group if using skills-based routing).

*ACD Pilot Number:* The main number dialed in to an ACD queue

*ACD Queue:* The queue where callers wait for the next available or most-skilled agent while listening to recordings and music.

*ACD Reports:* ACD Report options vary dependent upon the telephone switch which supports your site. Some systems provide only daily reports with no data retention, and other systems can provide daily, weekly, and monthly reports with extended data retention.

*ACD Supervisor:* The supervisor of the ACD group. Supervisor status is used to designate who can monitor queue levels, silent monitor agent, and generate ACD reports.

*Analog:* Basic service that can be used for fax machine, modem, Polycom, etc. Digital telephone sets are not compatible with analog lines. Analog lines are delivered over a copper pair wired to a jack at each location.

*DID number:* Direct Inward Dial; DID numbers are extensions that also have an external telephone branch exchange associated with them, and calls can be made from off-complex directly to a DID number without having to go through an attendant. For example, extension 5-4619 can be called directly from off-complex as 725-4619, or 515-725-4619.

*Digital:* telephone line type that supports digital telephone sets like Siemens OptiPoint 500 phones. The signal is delivered over a copper pair wired to a jack at each location.

*Disconnect:* to remove or disconnect a phone line, completely discontinuing service and billing.

*Extension:* 5-digit number assigned to a telephone.

*Faceplate:* button layout for a digital phone, printed on paper and inserted under a plastic lens to identify telephone button lines and features.

*Idle:* change status on a phone line so that off-complex calls (with the exception of 911) cannot be made; monthly price is lower and DID number is reserved for future use. Telephone equipment is left in place, if applicable.

*Install:* to add a new phone line or phone number with or without telephone equipment.

*Move:* to move or relocate a phone line and/or phone jack from one area or one building to another. It is helpful to include floor plans when submitting a move (relocate) request.

*Non-DID:* a five-digit extension number that can be called on-complex only and there is no telephone branch exchange associated with it. Example: 4-5002 is an internal number only (ICN recording).

*Phone Types:* ICN phone types are dependent upon the telephone system which supports your local site. Legacy telephones include the RP120, RP240, RP400, OptiSet Entry, OptiSet Basic, OptiSet Standard, and OptiSet Advanced. New telephones for the complex upgrade include the OptiPoint 500 Standard, OptiPoint 500 Advanced, OptiPoint 410 Standard, and OptiPoint 410 Advanced. Telephone type examples and user guides can be found on ICN's web site. If you're unsure which telephone type to include on your request, please contact the ICN Service Desk at [ICN.CSS@iowa.gov](mailto:ICN.CSS@iowa.gov), open a Support Request for Information and a customer service representative will contact you.

*Relocate:* another term for Move.

*Station:* another term for extension, or phone.

*VoIP:* acronym for "Voice-over-Internet-Protocol," a telephone signal delivered over Ethernet. ICN introduced VoIP technology to the Capitol Complex voice network in 2004. VoIP phones, also called IP phones, can be deployed on a converged network or a dedicated network, dependent upon the customer LAN.

### **Switched Voice Service Requests:**

Switched voice service requests, also known as toll services, involve changes to long distance access codes, toll-free numbers, and PIC requests for ICN long-distance. The following are some common terms for these services, including a brief description.

*Area of Service:* Required information for all new toll-free number requests. Please choose from the following area of service options. Callers outside of the area of service will receive an out-of-band recording (this is a default recording from the toll-free system and cannot be modified by ICN).

*Block Des Moines:* This forces local callers to use the Des Moines local number instead of calling the toll-free number, reducing toll charges to the agency. This option can be added to any Area of Service.

*Iowa Only:* toll-free number will only be in service for users calling from Iowa area codes. This option is appropriate for applications for callers who reside in Iowa only.

*US:* toll-free number will be in service from anywhere in the 50 states.

*US & CAN:* toll-free number will be in service from anywhere in the 50 states plus Canada

*US, CAN & CAR:* toll-free number will be in service from anywhere in the 50 states plus Canada and the Caribbean.

*Authorization codes:* 7-digit codes used for initiating long-distance calls. Authorization codes can only be used at locations that have direct long-distance service from ICN.

*Account codes:* Account codes can be anywhere from 3 to 7 digits in length. Account codes can be used from any site that has either direct or switched (PIC) long-distance from the ICN.

*Billing telephone number:* Required information for authorization codes and account codes. This is the number that the long-distance charges will be billed to.

*Direct Long-Distance:* Location has direct connection to ICN via T1 circuit(s) and/or uses DNIS for routing toll-free numbers.

*Directory Listing:* Required information for all new toll-free number requests. If you'd like your toll-free number included in a national directory, please identify the name under which would like it listed. If not, please specify No Directory Listing.

*DNIS or 10-digit routing number:* Required information for all new toll-free number requests. DNIS is "Dialed Number Identification Service" and is a number used for routing toll-free service for direct ICN long-distance. If you have switched ICN long-distance service, please provide a 10-digit routing number instead.

*InterLATA:* Calls between LATAs. Please specify on LOA for long-distance access.

*IntraLATA:* Calls within a LATA. Please specify on LOA for long-distance access.

*LATA:* Local Access and Transport Area is a geographical and administrative area that is the responsibility of a Local Exchange Carrier (LEC).

*LOA:* Letter of Authorization required for all PIC requests. Grants ICN permission to provide long-distance services, and is only in affect for changes to be made for 30 days from the date the letter of agency was signed.

*Resp Org:* "Responsible Organization" for a toll-free number. ICN Resp Org ID is IOW01.

*Resp Org Change LOA:* Specifically for toll-free numbers, the Resp Org Change LOA allows ICN to take control of toll-free numbers from other providers

*Switched Long-Distance:* Long-distance access through being PIC'd to the ICN, and/or uses 10-digit

routing for toll-free numbers.