

DoIT Service Catalog

Service: Telecommunications Services

General information: The Telecommunications Unit is responsible for developing, administering, and maintaining telecommunication services, primarily voice transport and telephone equipment. This includes a statewide telephone network that integrates state-owned PBX switches and commercial telephone service. Staff tasks include operation and maintenance of PBX switch systems; agency consultation, analysis, and design to meet their telecommunication needs; building wiring design; development, negotiation, and implementation of vendor telecommunication services, long distance service, local exchange service, vendor services, and state telephone operator functions. Specific services provided include the following; state phone lines; voice mail; long distance; 800 type toll free service; phone credit cards; work order administration; voice system administration; conference calls and PBX network access.

Purpose: Providing the highest level of telecommunication expertise in voice, cabling, long distance and local exchange telephone services. Administer a state-wide voice and voice mail system allowing 5-digit and toll free calling within the state.

Scope: Customers include the governments of cities, counties, university system along with the Legislative and Judicial branches of state government.

Features: technical elements included – refer to Notes in the Options and Features table below as appropriate

Usage: Staff supports approximately 12,000 telephone access lines at approximately 275 physical locations in 33 communities in addition to approximately 4,000 telephone credit cards and approximately 300 toll free 800 numbers. The Unit directly administers nearly 8,000 PBX stations and 6100 voice mailboxes.

Value Proposition: Users on the State Telephone System receive 5-digit direct dialing to other users on the State Telephone System, toll free calling within the state, no charge adds, moves and changes to their service, full system administration and upgrades, advanced voice messaging services and WEB based billing for call detail information. Users not on the State Telephone System have a single point of contact for all their telecommunication needs along with WEB based billing.

Future Plans: Continued growth of the State Telephone System. Integration with the state owned data network in support of newer technologies like voice over IP.

Options and Features		
Options/Choices	Cost	Notes
State Phone Line per/station State Phone Voice Mail per/box Local Phone Companies	Check current DoIT Rates Table	FY08 rates No charge for adds, move or changes Toll free calling within the state Charges for adds, moves and changes Long Distance charge between North & South within the state.

Access: In order to obtain services, please contact the DoIT Helpdesk by phone (775-684-4333) or email (helpdesk@doit.nv.gov). Services Level Agreements will be based on services requested.