1.0 INTRODUCTION

Voice over Internet Protocol (VOIP) is the telephone system for the West Virginia Department of Transportation (WVDOT). The following are new procedures for ordering a VoIP telephone.

2.0 SCOPE

This procedure applies to all WVDOT employees issued a VoIP telephone.

3.0 PROCEDURES

A. Requests for ordering a VoIP telephone requires form BI-16. Orders must include the following.

1. Name of the employee who is receiving the phone
2. User ID (i.e., A number, B number, E number, etc.)
3. E-mail Address
4. Physical Location (i.e., actual address: Building 5, Room 920 or District 2 Maintenance 801 Madison Avenue, Huntington, WV 25704, etc.)
5. Phone Type: Desk Phone, Conference Phone, or Cordless Phone. Cordless Phone is primarily for mechanics and maintenance personnel.

B. The BI-16 must be submitted by the Agency Head or his/her designee, Division Director or his/her designee, or District Comptroller or his/her designee.

C. Once the BI-16 is completed, an automatic e-mail will be sent to the Information Services Division for processing.

D. For technical support or replacement phones, contact SEGRA technical support at 833-467-3472 or e-mail customercare@SEGRA.com.

4.0 FORMS

4.1 VoIP Telephone Request Form (BI-16) can be found at the following link: