



West Virginia Department of Transportation
Procedure:
VoIP Telephone System
Issued by Information Services Division

Procedure No: DOT 1.12

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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:

<https://westvirginiaot.sharepoint.com/sites/dot/highways/is/requests/Lists/NewPhoneOrdering/NewRequest.aspx>.