- Completed TAW is to be attached to the ServiceNow order and sent to IncidentsNGTS@CBTS.net with the ServiceNow ticket number.

- Project Milestones are as follows:
  - 51 calendar days from reception of the ServiceNow Order is the soonest possible cutover date but can be delayed due to quality issues with the TAW, the losing LEC's rework and/or questions.
  - 31 calendars days from reception of the signed LOA (Letter of Authorization) resets or aligns the soonest possible cutover date but can be delayed due to the losing LEC's questions and rework
  - Network Readiness needed for VoIP (QoS, Switch Config, Firewall Config, Cabling of CAT5e, OIT.GOV, OATnet, etc.
  - MAC addresses of phones submitted to IndicdentNGTS@CBTS.net on same version of original TAW attached to ServiceNow
  - Timeliness on submissions of needed documentation (TAWs, LOA, Hardware Orders, etc)

- Cutovers are done on a by site and building basis.
  - Breaking cutover orders into divisions, floors or groups is not support

- In addition to the Phone Profile tab on the TAW, the Agency Profile tab must also be completed prior to submission to ServiceNow. Assistance may be needed from the agency's IT / data network personnel to fill-in the Subnet ID field. This is the IP address assigned to your agency's virtual voice network (VLAN). There may be multiple subnet IDs depending on how the entity is organized.

- If converting from existing AT&T Centrex Services the Master Station (Billing) Number and all phone numbers associated with that Master Station, must be included on the TAW for porting.
  - Partial lists of Master Station's phone numbers, will be rejected by AT&T

- Rollover numbers are needed with the NGTS and should not be ported. Rollover numbers where numbers that were not published and enabled multiple calls to appear on older technology phones. NGTS phones have Call Waiting for multiple calls built-in.
  - If a DID(s) is/are published that is/are not the primary number, this can be noted on the TAW and will be associated with a selected phone.

- Numbers that are ported over as *Future Use* (reserved/unused numbers) will be placed into an inactive status and will be charged at $0.50 per number per month.

- If the agency presently has Centrex ACD services there may be a *Soft Number* / Lead Number associated with the ACD (Soft Number is not associated with a physical phone). As a Soft-number, they are not portable; however they are also associated to a Master Station number.

  - If there are soft numbers, these must be converted to an AT&T analog line prior to TAW submission to ensure the number can be properly ported (if they will be used in the future) and not rejected by AT&T. Please work with Sharon Gustafson at DAS / OIT to address soft-number situations.

Addressing Special Business Requirements / Needs:

Ensure the following special business needs are accounted by being entered on the TAW or through other means (e.g. ordering a dedicated analog line, separate from the NGTS service):

- Analog Fax Machines / Multi-function Copier / Scanner / Fax, TTY Machine or Modem – In general these devices can be converted to NGTS as Analog lines. To do so, name the row Fax in Last Name column (A), select 'Fax' in Current Device Type column (S), indicate 'Analog' in Future State column (AO) and column (AP), and in the 'Remarks' column (AS) indicate 'ATA needed'. CBTS will provide an Analog Terminal Adaptor (ATA) for use with the analog device.

  Note: An ATA will require a data connection at the analog device

- Elevators, Alarms, Security Systems, etc. – Given the critical importance of these systems, it is suggested that the agency procure separate analog connection from their local carrier and not be convert this to NGTS.

- Paging Systems – Generally 3rd party paging systems / devices can be converted to NGTS by using an ATA device. If the agency has a paging system, it is recommended to discuss conversion options with CBTS via ticket submitted to IncidentsNGS@CBTS.net

- Credit Card Machines – Agencies should consider switching credit card processing to their bank's online / web based alternatives, if not feasible, then the agency should procure a separate analog line connection from their local carrier and not convert to NGTS.

- Auto Attendant – If the entity has an Auto Attendant today, this would be an automated greeting for a main line such as: "You have reached agency XYZ, for X department press 1, for Y department, press 2….etc.".

- If this exists today and is desired to have in the future, then the 'Auto Attendant' tab on the TAW must also be completed. There is an example on that tab that show how to demonstrate the required information.

- Call Centers – If an entity is using an automated call distribution (ACD) system today (i.e. agents sign in and out of an ACD and receive calls on an automated basis) then a separate project will be created outside of cutover of simple phones.

TAW v6 Column Walkthrough:

Column	Column Name	Column Description / Completion Instructions
A.	Last name	Enter the user's last name. If the phone is located in a conference room, hoteling station (shared desk/cubicle), break room / kitchen, lobby, etc., enter "n/a."
B.	First name	Enter the user's first name. If the phone is located in a conference room, hoteling station (shared desk/cubicle), break room / kitchen, lobby, etc., enter "n/a."
C.	Employee / Contractor / Other	All staff should be entered as "Employee." "Other" should be used to designate conference rooms, hoteling stations (shared desks/cubicles), break rooms/kitchens, lobby phones, etc. "Contractor" is not likely to be used.

Column	Column Name	Column Description / Completion Instructions
D.	Email Address	Enter the user's email address. This will be in your agency's standard format If the phone is located in an "other" area (conference room, shared desk/cubicle, break room/kitchen, lobby, etc.), enter "n/a."
E.	Cost Center	***(Optional based on agency's need)*** Employees and other locations with a phone are assigned to Cost Centers. Enter the Cost Center to be charged. If you do not know the cost center to which an employee or other location with a phone has been assigned, check with your section's finance manager or section chief's admin.
F.	Appropriation Line Item (ALI) Code	Enter the ALI code if relevant
G.	OAKS ID	***(Optional based on agency's need)*** Enter the agency's OAKS ID
H.	Lync Click2Call Yes / No	***- Select from dropdown -*** Select whether or not Click2Call should be configured for this number
I.	Agency Acronym	Enter for every employee and other location, the agency's name abbreviation; the abbreviation should match existing entries in the TSR system.
J.	Section/Department/ Division	Enter the user's business unit /functional group, e.g. Charitable Law, Communications, Employment Law, Taxation, etc.
K.	Address Line 1	Enter the physical street address where the user's or other location's phone is located. Use the format: street number, pre-street direction, if any, street name, street suffix, and post –street direction, if any. Example: 150 E Gay St
L.	Address Line 2	If the physical address where the user's or other location's phone is located has a secondary address indicator (e.g. Floor, Suite, Unit, Room, Department, etc.), enter it here. Examples: Floor 23, Suite 1340, Unit 18
M.	City/Town	Enter the name of the city or town for the physical address where the user's or other location's phone is located (e.g. Columbus, London, Richfield, etc.).

Column	Column Name	Column Description / Completion Instructions
N.	Zip Code	Enter the 5-digit zip code for the physical address where the user's or other location's phone is located, e.g. 43215, 43140, 44286, etc.
O.	Cube or Office #	Enter the cube or office number for each individual (this facilitates the distribution of phones and 911 location services)
P.	eRate eligible, provide your Funding Request Number (FRN)	If your agency is eRate eligible, enter the eRate Funding Request Number (FRN). If you are not sure, check with your finance section (this is not commonly applicable)
Q.	Existing Ten Digit DID*/Telephone Number (*Direct Inward Dialing)	Enter the user's or other location's complete 10-digit phone number, starting with the area code. Use the format 555-555-5555. **Do not leave blank, if requesting a new number (not converting an existing one) enter 'New'**
R.	Billing Telephone Number	This is the master station number, and must match / correspond to all Centrex numbers being requested for porting to NGTS.
S.	Class of Service	***- Select from dropdown -*** Select the appropriate Class of Service setting for each phone number being converted. COS0 = 911 dialing only (e.g. lobby phone) COS1 = On system dialing + COS0 (e.g. break rooms) COS2 = Local dialing + COS1 (e.g. lobby, break room) COS3 = Long distance dialing + COS2 (e.g. typical for most) COS4 = Intl dialing + COS3 (e.g for those allowed to call intl.) COS5 = Phone with no dialing restrictions or controls Most entities are going with a COS4 or COS3 for staff and fax lines.
T.	Centrex Line? Yes / No	***- Select from dropdown -*** Indicate whether the user's or other location's current phone is a Centrex service phone (i.e. not an Avaya phone). If the user's or other location's phone is a Centrex, enter "Yes"; otherwise, enter "No."
U.	Outbound Caller ID Blocking Used?	***- Select from dropdown -*** Indicate whether the user's or other location's current phone uses outbound caller ID blocking. If the user's or other location's phone uses outbound caller ID blocking, enter "Yes"; otherwise, enter "No."

Column	Column Name	Column Description / Completion Instructions
V.	Do any Services Require Authorization Codes? If So, List Requirements	If users are required to obtain Authorization Codes prior to utilizing service(s) offered via a phone, fax machine or modem, briefly explain the billing accommodations that need to be arranged. *This is generally used for authorizing long distance calls. Calling language / translation line does NOT require this. Most do not have this.*
W.	List Intercom Group Member Numbers Used?	If the user's or other location's phone has been included in an intercom group, enter the name used. Define the Intercom Group name and members on the Group Configuration tab , then enter the name of the group here for the same users. Important to note, Intercom in the new NGTS system will work via each phone's speakerphone and will not be a private call as is today. *If presently using the Centrex intercom feature only for speed dialing each other, this functionality is best reproduced by establishing personal speed dial lists in the new system and not using intercom.* Under the "Basic" profile, users can do intercom calls via speakerphone on a one-to-one basis. Under the "Enhanced" profile, users can do intercom calls via speakerphone to multiple parties by using the available InformaCast functionality.
X.	Encryption functionality needed?	***- Select from dropdown -*** Select yes or no if data encryption of the voice path is required
	For columns Y and Z	It is important to note the distinction between lines monitored vs. secondary lines: If a user is only to see status of a line (e.g. busy) and transfer callers to that line, and not be able to answer the line, then that number can listed as a user's Monitored Line. If a line is listed as Secondary on a user's phone, than that user will be able to answer and use that line, see status and transfer to it.
Y.	List Lines Monitored Below (Busy Lamp Field)	Use this box to enter the line numbers that need to appear on the add-on module for status monitoring.

Column	Column Name	Column Description / Completion Instructions
Z.	List All Other Secondary, Phantom, DID, Extension Numbers	Enter the secondary number here
AA.	If Voicemail Zero out, list the number below	If this option is selected, it would give callers the option of pressing '0" while listening to the voicemail greeting and have the option to exit out to an attendant. Enter the number to which the voice mail zero out should forward
AB.	Hunt Group Lead Number(s)?	In a hunt group, the caller hears the busy tone only when all lines (not just the dialed number) are busy. Callers dial or are forwarded to the lead number. In a hunt group, phone A will ring, if no answer, then phone B will ring, etc… until either answered or go to VM. If using hunt groups, this should be documented on the Group Configuration tab. Name the group and list the members of that hunt group below it, also indicate if the call should terminate in a voicemail and whose, then add the Name of the Group in this column for the same users listed.
AC.	Member of Which Call Pick Up Group?	If the user's or other location's phone is currently a member of a call pick up group, enter the name or other designation that identifies the call pick up group. If using pickup groups, this should be documented on the Group Configuration tab. Name the pickup group, and list the members of that group below the name. Then add the Name of the group in this column for the same users.
AD.	Located In Call Center or ACD/UCD Group? Yes/No	***- Select from dropdown -*** ***Relevant to Call Center Environments:*** If the user's or other location's phone is currently part of an ACD/UCD (automated call distribution) group (i.e. the user receives customer calls based on a next available agent methodology /call center), enter "Yes"; otherwise, enter "No."

Column	Column Name	Column Description / Completion Instructions
AE.	Call Monitoring or Recording Used? Yes/No	***- Select from dropdown -*** ***Relevant to Call Center Environments:*** If the user's or other location's phone has been set up for monitoring or recording the phone calls, enter "Yes"; otherwise, enter "No." This is likely to be 'no' for all users. If electing quality monitoring functionality for your call center ACD, please also complete the information on the 'Recording Template' tab.
AF.	Computer Telephony Integration? Yes/No	***- Select from dropdown -*** ***Relevant to Call Center Environments:*** Select 'yes' or 'no' for all users. This is likely to be 'No' for most
AG.	Phone Model You Would Like to Order	Enter the phone model number for the type of phone the user will be getting (e.g. 6941, 8945, etc.)
AH.	Number of Side Cars? (for phone models 8961, 9951, 9971 only)	Add-on modules (i.e. sidecar, build-out, etc.) generally exist at front desk phones or with admin assistant phones; these enable the ability to see the status of many lines at once. Enter the number of modules this user will be getting (1,2, or 3) Model 8961 can have only 1 Model 9951 can have up to 2 Model 9971 can have up to 3 *Reminder: Each phone with a sidecar(s) must also have a power adapter cube and cord ordered for it.*
AI.	Phone MAC Address	Enter the MAC address of the phone being assigned to this user. *(This information is not required for initial submission of the TAW, but it MUST be completed and submitted prior to CBTS being able to begin building user profiles. ACG can assist the agency with phone MAC| ID scanning and labeling of boxes)*

Column	Column Name	Column Description / Completion Instructions
AK.	Basic, Enhanced, Misc. or Analog Phone Profile	***- Select from dropdown -*** For most users, select **Basic** or **Enhanced** based on agency directive for user types. Select, **Misc Phone**, for hall/lobby/break room, emergency phones Select, **Analog Line**, for fax machine numbers Select, **Reserved Number**, for numbers that are being retained for future use, but not porting over to the service.
AL.	Desk Phone, Remote User (VPN), Automatic Call Distributor/Auto Attendant (ACD)?	***- Select from dropdown -*** For most users select **Desk Phone**, Remote VPN users select **VPN**, For users who login from multiple phones select **Remote** for members of a call center ACD select **ACD** for fax machines, select **Analog**
AM.	Telephone Number To Be Ported? Yes/New	***- Select from dropdown -*** Select "**Yes**" for most employee and location. Selecting, yes, indicates that the existing phone number will be retained and transferred to the new service provider. Selecting **New** indicates a request for a new number (not porting over an existing number)
AN.	Remarks	Use this space to document any special instructions or considerations for each row when appropriate. Eg. Fax lines, indicate "ATA Needed"
AO.	Special Billing Requirements	Enter any special billing requirements, like billing codes
AP.	Video Capability Required on Phone Endpoint? Yes/No	***- Select from dropdown -*** Select "Yes" for every employee row where video capability should be turned on. Even if not planning to use initially or getting phones which support it, it is suggested to enable this programming that way it will be capable in the future as business needs may change.
AQ.	Special Circumstances	Enter any other special comments / requirements

Hunt Group Configuration

In addition to indicating a Hunt Group's lead / pilot number on the phone profile tab, the Hunt Groups should also be configured in the *Group Configurations Tab*. There is a template there that should be filled in and can be expanded and replicated as needed.

It is important to note that a hunt group lead / pilot number cannot be any other user's number. It must be independent and not associated to any other user.

Auto Attendant Configuration

In addition to indicating an auto attendant's lead / pilot number on the phone profile tab, the auto attendant(s) should also be configured in the 'Auto Attendant' tab. There is a template there that should be filled in and can be expanded and replicated as needed.

It is important to note that an auto attendant lead / pilot number cannot be any other user's number. It must be independent and not associated to any other user.