



**United States
Department of
Agriculture**

**Office of the Chief
Information Officer**

**1400 Independence
Avenue SW**

**Washington, DC
20250**

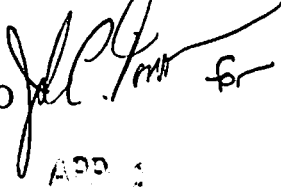
APR 21 2008

TO: Agency Chief Information Officers

THROUGH: Christopher L. Smith, Acting Deputy CIO
Office of the Chief Information Officer

FROM: Valarie Burks, Director
OCIO Washington Communications and Technology Services

SUBJECT: Voice Mail Service Migration



APP 1

The Office of the Chief Information Officer's Washington Communications & Technology Services (WCTS), Telecommunications Customer Service Center (TCSC) has the responsibility for establishing and maintaining voice-related telecommunications services to include telephone and voice mail services within USDA Washington, DC metropolitan area (WMA). The WMA includes locations in Prince Georges and Montgomery counties in Maryland, and Arlington, Alexandria, Fairfax, Prince William and Loudon counties in Northern Virginia.

TCSC was notified by our current voice mail provider, Intelliverse, Inc., that the original equipment manufacturer (OEM) of the Octel voice mail processing equipment will no longer provide Octel support as of June 30th, 2008. This Intelliverse announcement only affects USDA voice mail customers in the WMA.

After careful evaluation of available voice mail service options, a decision was made to transition existing voice mail services from Intelliverse to the General Services Administration's WITS2001 voice mail service provided by Verizon Business. This selection provides the most seamless transition process while ensuring that USDA continues to receive high quality of voice mail messaging services.

WCTS/TCSC staff members met with the Agency Telecommunication Control Officers (TCO) on February 28th to discuss the future of the WMA voice mail services.

To facilitate this move to WITS2001, WCTS/TCSC is gathering Agency Intelliverse account and voice mailbox information while generating Agency account and telephone line inventory reports from the WITS2001. This information is being consolidated and correlated into spreadsheets and delivered to Agency TCOs. The TCOs have been asked to review and verify the spreadsheet information in order to ensure a smooth transition to the new service.

By moving the WMA voice mail to Verizon Business, USDA will utilize a pre-negotiated contract vehicle. Dial tone and voice mail will be consolidated into one bill.

Affected customers will be required to record a new message after their box has been transitioned and will also need to learn new industry standard codes to navigate through their voice mail messages.

Verizon Business is working with WCTS/TCSC to finalize project and communication plans. We look forward to working with you as we continue to improve the delivery of our voice messaging services.

If you have any questions, please contact Holly Stack at 202-720-6949 or Holly.Stack@usda.gov for assistance.