

Cable Access Television Service

Time Warner, in cooperation with the Office for General Services, offers Cable TV access (CATV). CIO/OFT acts as the ordering and billing entity for this service.

CATV service is currently available for offices in the following locations:

- Empire State Plaza Concourse
- Agency Buildings 1 to 4
- Swan Street Building
- Capitol Building
- Legislative Office Building
- Corning Tower Building
- Education Building
- Cultural Education Building
- Alfred E. Smith Office Building



Audience

This service is available to NYS agencies and entities located at the Empire State Plaza. It is also available to the Alfred E. Smith Office Building.

Cost

There are no installation fees from CIO/OFT or Time Warner. The only one-time charges NYS agencies incur are those from either OGS Construction Services or the customer's landlord for installation. There is a monthly charge for basic service.

Service Available	Analog Tier	Analog HDTV Tier**	Digital Tier**	Digital HDTV Tier**	Digital Tier w/ DVR**	Digital HDTV Tier w/ DVR**
Monthly Recurring Charge	\$15.25	\$24.75	\$25.95	\$29.10	\$29.90	\$33.05

**Includes converter box, remote and (where applicable) Digital Video Recorder (DVR)

Additional premium services are available through a customer-specific, separately negotiated agreement with Time Warner. If customers subscribe to any premium or "pay per view" services, their monthly service for basic/standard service is still administered and billed by CIO/OFT. Time Warner will bill the customer/agency directly for the additional services only.

Order Process

Ordering CATV is a two-step process:

1. Getting the cable installed
2. Initiating service with Time Warner.

1. Getting the Cable Installed

Have customer complete a funded work order form **BCS FWO**.

Note: Installation of the coaxial cable between the requesting location and the nearest Time Warner backbone connection is arranged and paid for via the same "Funded Work Order" process that agencies use to renovate space, drill holes, etc. Refer to the diagram for [installation assistance](#) (PDF 104KB).

In locations where OGS is not the landlord (e.g. State Education Department buildings), the appropriate building management services must provide the coaxial cable. CIO/OFT cannot install the coaxial cable or arrange for its installation.

2. Initiating Service with Time Warner

Once installation is complete, customer completes [CATV request form](#).

Completed form must be faxed to (518) 486-4085 or e-mailed to CIO/OFT Division of Telecommunications at: oft.sm.telecom.orders@oft.state.ny.us

The Division of Telecommunications then forwards the completed order form to Time Warner. Upon receipt of the completed order, Time Warner will initiate service.

FAQ

Question:

What if I need to report a problem or schedule a repair?

Answer:

To report a problem or schedule repairs between 8am and 5pm (Monday-Friday except for State holidays), customers should call the CIO/OFT Telecommunications Help Desk at 486-4000 Option 1.

To request an emergency out-of-hours repair, customers should call Time Warner directly at 1-866-321-8927 (toll-free).

Telecommunications Consulting Services

Overview

NYS agencies needing assistance in their telecommunications projects may hire telecommunication expert staff at an hourly rate to assist them. This service is available to any agency with existing telephony services provided by CIO/OFT or in the process of establishing such services.

Cost

The hourly rate for consulting salary grade level of the individual



services is based on the hired to do the work.

CONSULTANT SERVICES SG14 OR SG19 HOURLY RATE	\$50.00
CONSULTANT SERVICES SG23 OR SG25 HOURLY RATE	\$60.00
CONSULTANT SERVICES SG27 OR SG29 HOURLY RATE	\$75.00



Call Center Services

Overview

CIO/OFT offers a complete call center solution for voice and telephony needs to all NYS agencies that are provided dial tone services. It is built upon unique technologies to improve call center effectiveness by helping to assure that calls are routed to the right call center agent or automated resource, enabling calls to be processed at a faster rate than would otherwise be possible, and providing historical data that call center supervisors and managers need for planning and managing the call center.

CIO/OFT fully supports call centers from initial design, installation and provisioning through ongoing service delivery. Through consulting, call center specialists assist agencies with the design and implementation of intelligent call management capabilities focusing on understanding the NYS agency's call center business needs and developing cost-effective solutions.

Features

- Highly reliable advanced voice services
- Reliability objectives met by designing in redundancy for critical components
- Persistently managed service levels
- Standardizing on a limited set of superior technologies and promoting operational efficiencies
- Quality services at a reasonable cost
- Strategic advantages for call center service needs
- Fully supported services that allow Agencies to focus on core business functions
- State and vendor personnel provided for operation, maintenance, and support of call center systems
- Feature rich Automated Call Distribution (ACD) technology delivered through CIO/OFT owned PBX's or CIO/OFT managed Digital Centrex Services at Agency locations across New York State
- Customized solutions developed to meet unique Agency requirements
- Consultation by call center analysts regarding design and implementation of intelligent call management capabilities for Agency's business needs
- Call center provisioning services
- Management of call center related repair calls

Cost

Currently, CIO/OFT Telecommunications does not have a rate structure in place for this service. Implementation of such a structure will require further action by CIO/OFT's Finance office.

If you are interested in further exploring the implementation of a call center application please contact your CIO/OFT [Customer Relations Manager](mailto:customer.relations@oft.state.ny.us) (CRM) at customer.relations@oft.state.ny.us or 1-866-789-4OFT (4638)