

ne1call.com



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Telephone: (866) 711-7281 Fax: (800) 217-3717
Email: ne@occinc.com

MEMBERSHIP INFORMATION FORMS

For assistance with forms call the Database Department at 866-711-7281.

Complete the information on the applicable page(s) of this packet. Changes may be submitted by scanning and emailing to ne@occinc.com or by faxing completed forms, including this page as the cover, to 800-217-3717.

Company Name: _____

District Code: _____

Submitted by: _____

Signature: _____

Telephone #: (_____) _____ - _____ **Date:** _____

BILLING INFORMATION

- **Members are charged \$1.18 per notification ticket (\$1.03 ticket fee + \$0.15 administration fee).**
- **Members receive a \$0.38 discount per ITIC ticket received.**
- **Fax transmissions add an additional \$0.25 surcharge per ticket.**
- **Members are not charged for audits, broadcast messages, or retransmitted notifications.**
- **Pre-pay and quarterly billing options are available.**
- **Invoices are emailed/faxed within the first 3 business days of the month and mailed on or before the 10th of the month.**

Enter all information exactly as it should appear on the invoice.

Company Name: _____

Contact Name: _____

Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

Telephone: (_____) _____ - _____ **Ext:** _____

Email Address: _____

Fax: (_____) _____ - _____

Purchase Order # (if applicable): _____

Select delivery method:

Email (free)
Invoice email address: _____

Fax (free)
Invoice fax number: _____

USPS (\$5.00 per invoice)

CONTACT INFORMATION

This is who we reach out to for any membership concerns/questions.

Primary Contact Person:

Contact Name: _____

Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

Telephone: (_____) _____ - _____ **Ext:** _____

Cell Phone: (_____) _____ - _____

Fax: (_____) _____ - _____

Email Address: _____

Alternate Contact Person:

Contact Name: _____

Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

Telephone: (_____) _____ - _____ **Ext:** _____

Cell Phone: (_____) _____ - _____

Fax: (_____) _____ - _____

Email Address: _____

Mapping/GIS Contact Person:

same as Primary Contact Person same as Alternate Contact Person

Contact Name: _____

Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

Telephone: (_____) _____ - _____ **Ext:** _____

Cell Phone: (_____) _____ - _____

Fax: (_____) _____ - _____

Email Address: _____

What counties do you have underground facilities in?

IMAP is our online mapping application that allows member utilities direct access to view/manage their notification area by making manual edits or by verifying any digital mapping data provided. Email mapping@occinc.com for more information on submitting digital mapping data for your notification area.

We will set up your mapping contact with an IMAP login. If you wish additional users have access to manage the notification area, please provide their name and email address below. We can also give either editing privs or approval privs, if you'd like to set up a checks-and-balance system with users.

Name: _____ **Email:** _____

Name: _____ **Email:** _____

WMS/WFS links generated by your company can be used to display your current facility overlay on IMAP, as well as in Locator Ticket Management and Ticket Check. The mapping data would be only visible to your locators/IMAP users. Email mapping@occinc.com for more information on setting up WMS/WFS links.

OFFICE INFORMATION

Office Hours:

- From _____ to _____ Central time on the following days of the week:
Sun Mon Tue Wed Thur Fri Sat
- Open 24 hours a day
- No set office hours

Holidays:

Please check the holidays your company observes.

- | | |
|---|---|
| <input type="checkbox"/> New Years Day | <input type="checkbox"/> Columbus Day |
| <input type="checkbox"/> Martin Luther King Jr. Day | <input type="checkbox"/> Veterans Day |
| <input type="checkbox"/> Presidents Day | <input type="checkbox"/> Thanksgiving Day |
| <input type="checkbox"/> Arbor Day | <input type="checkbox"/> Day after Thanksgiving |
| <input type="checkbox"/> Memorial Day | <input type="checkbox"/> Christmas Eve |
| <input type="checkbox"/> Juneteenth | <input type="checkbox"/> Christmas Day |
| <input type="checkbox"/> Independence Day | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Labor Day | <input type="checkbox"/> Other: _____ |

Referral Numbers:

These phone numbers will be given to a caller who wishes to contact you directly for additional information.

General questions during working hours

Phone #: (_____) _____ - _____

General questions after working hours

Phone #: (_____) _____ - _____

Repair department during working hours

Phone #: (_____) _____ - _____

Repair department after working hours

Phone #: (_____) _____ - _____

Design/Survey questions

Phone #: (_____) _____ - _____

UTILITY TYPE INFORMATION

Type of underground facilities you own:

ELECTRIC - Electric lines should be marked in RED and include electric power lines (primary and secondary), cables, conduit and lighting cables.

- Electric 'Facility Identifiers' include:

- E Electric
- RR Railroad Signal
- SL Street Lighting
- TS Traffic Signal

GAS - Gas lines should be marked in YELLOW and include gas, oil, steam, petroleum or gaseous material mains and services.

- Gas 'Facility Identifiers' include:

- CH Chemical
- G Gas
- LPG Liquefied Petroleum Gas
- PP Petroleum Products
- STM Steam

WATER - Water lines should be marked in BLUE and include potable water mains and services.

- Water 'Facility Identifiers' include:

- W Water

SEWER - Sewer lines should be marked in GREEN and include sanitary sewer, storm sewer and storm drains.

- Sewer 'Facility Identifiers' include:

- S Sewer
- SD Storm Drain
- SS Storm Sewer

TELECOMMUNICATIONS - Telecommunication lines should be marked in ORANGE and include communication, fiber optic, alarm or signal lines, cables or conduit.

- Telecommunication 'Facility Identifiers' include:

- FO Fiber Optic
- TEL Telephone

CABLE TV - Cable TV lines should be marked in ORANGE. This category includes cable TV mains and services.

- Cable TV 'Facility Identifiers' include:

- TV Television

PRIMARY TICKET RECEIVING SITE

This is where you receive all locate tickets 24/7.

Please choose ONE* method to receive all locate requests:

- LOCATOR TICKET MANAGEMENT** for both receiving locates and providing positive response*
(see pg 10 for LTM user setup – required if selected)
* Can also select one of the below methods without additional charges

- EMAIL**

Email address(s):

- FTP** or **SFTP**

Server Address:

Username:

Password:

- TEXT MESSAGE**

Cell Phone #:

() _____ - _____

Carrier (ex: ATT):

- FAX** - only an option if none of the above selections are available

Fax number:

() _____ - _____

Ticket Format Information

Tickets can be delivered in different formats: plain text, HTML, or XML.

XML ticket format links:

http://ne.itic.occinc.com/ne-xml/NE_OCC_Outbound_XML_Definition_Document_20200424.pdf
http://ne.itic.occinc.com/ne-xml/NEOutboundTicket_20200424.xsd

If your company receives tickets by ftp/sftp, we recommend configuring firewall rules for ftp and add in ip address blocks. Email ne@occinc.com for current list of ip address blocks.

If your company receives tickets by email, we recommend adding ne@occinc.com to your trusted sender list so tickets don't get lost in security/junk settings.

Audit Information

Each day shortly after midnight you'll receive a daily audit report. The purpose of the daily audit report is to give the member the ability to compare the ticket numbers listed on the audit against the ticket received the previous day. It also allows the call center to know if there's an issue with the receiving site.

Safety Notifications

A Safety Notification is a real-time alert to a member utility for excavation planned in a high profile or critical facility area. It's generated by a geographical location or a specific field on a locate ticket. Email ne@occinc.com to get set up.

Benefits:

- Configure to send an automated email to the excavator with specific information or instructions.
- Monitor excavation near high profile areas.
- Save time and eliminate miscommunication between all parties.
- Choose delivery to any specific person or department.
- No positive response status required.

Ticket Transmission Disclaimer

By selecting any transmission method, your organization agrees that it releases and forever discharges, for itself and its predecessors, principals, agents, successors, and assigns, NE811 and/or OCC, and any of their officers, directors, members, shareholders, agents, employees, successors, and assigns from any and all claims, demands, damages, actions, rights or causes of action or suits at law, or in equity of whatsoever kind or nature, arising from or by reason of or in any way connected with, any losses, business losses, lost profits, lost revenue, or opportunities, damages, personal or bodily injury, death, disability, suffering, property damage or loss, or the results thereof, which hereafter may be sustained by you as a direct or indirect result of any act or omission committed by or on behalf of NE811 and/or OCC, or as part of, the transmission of or attempt to transmit, any tickets, reports, or other information by or through the use of electronic mail or other electronic communication or transmission devices or services available over the internet.

BACKUP MESSAGE INFORMATION

Backup messages are sent in addition to the regular ticket locate request as a courtesy to notify the member utility that an emergency/short notice ticket has been sent. This should be different from the Ticket Receiving Information (pg7).

Send Backup Messages DURING work hours via (select one):

Text message

Cell Phone #: () -

Carrier (i.e. Sprint):

Automated phone call

Phone #: () -

Alternate #: () -

Email

Send Backup Messages AFTER work hours via (select one):

Text message

Cell Phone #: () -

Carrier (i.e. Sprint):

Automated phone call

Phone #: () -

Alternate #: () -

Email

LOCATOR TICKET MANAGEMENT USERS

*This section must be filled out if you select Locator Ticket Management for your ticket receiving destination (pg7).

Locator Ticket Management (LTM) is a single location to house all locate requests and provide an easy way to track and manage your work! It's available for free with your NE811 membership and has a variety of specialized features.

- Quickly and easily post a status to locate requests – even multiple locate requests in the same session
- Add attachments (post-locate photos) to the tickets
- Easily sort locate requests by district code, start date, ticket type, and more
- Track locator productivity, ticket counts, late/on-time tickets and more, with the help of custom reports
- Admin users can set up auto-assignments that will automatically distribute locate requests to locators' accounts based on geographical area and/or text-based rules
- Set up email and text ticket alerts for any times, days, ticket types – it's customizable to fit your needs
- ...and more!

Please provide the name and email address for each person you want set up to use LTM.

Name: _____

Email: _____

Name: _____

Email: _____

Name: _____

Email: _____

Name: _____

Email: _____