

Sunshine State One-Call of Florida, Inc.

11 Plantation Road, DeBary, FL 32713
Phone: (386) 575-2009 ♦ Fax (386) 575-2039



Notification to Update Member Contacts for Sunshine State One Call of Florida, Inc.
(Chapter 556, Florida Statutes)

Updating a company's contact information ensures that you will be notified of system changes or problems efficiently. It also allows us to provide excavators with your correct information—vital in cases of an emergency, when an excavator may need to contact you to inform you of damage to your underground facility. Please follow the below outlined steps to complete the application process.

1. Complete sections I – II. *Include area codes for all phone numbers.*
2. Return this form by email to database@mail.callsunshine.com; mail to Sunshine State One-Call of Florida, Inc., 11 Plantation Road, DeBary, FL 32713; or fax to 1-800-651-8601.
4. If you have any questions regarding this process, please contact our database department at 1-800-651-6720.

Section I: Contact Information Updates

Company name	Member Code
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Primary Point of Contact (BORD)

This is the person authorized to vote on behalf of your organization on issues that affect Sunshine State One Call.

Name _____

Title _____

Address _____

City	State	Zip
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Telephone	Ext	Fax
Pager	PIN	Cell

Email address _____

Billing Contact Information (BILL)

Name _____

Title _____

Address _____

City	State	Zip
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Telephone	Ext	Fax
Pager	PIN	Cell

Email address _____

Purchase order umber (if required) _____

Receiving Location Contact and Ticket Deliver Information (RCVR)

This is the individual responsible for receiving location requests within your organization

Name

Title

Address

City

State

Zip

Telephone

Ext

Fax

Pager

PIN

Cell

Email address

Type of receiving equipment to be used. (Place an X in the box to the left of the appropriate selection.)

<input type="checkbox"/>	Email
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<input type="checkbox"/>	Printer
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<input type="checkbox"/>	Computer
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<input type="checkbox"/>	Fax
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Email address or destination number of the receiving equipment

Alternate Receiving Location Contact and Ticket Delivery Information (ALTR)

The alternate receiving location is where your locate requests are sent when the receiving equipment at the primary location is not functioning properly. (Note: If you have your tickets sent to email, you may set up a fax number as the alternate receiving location.)

Name

Title

Address

City

State

Zip

Telephone

Ext

Fax

Pager

PIN

Cell

Email address

Type of receiving equipment to be used. (Place an X in the box to the left of the appropriate selection.)

<input type="checkbox"/>	Email
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<input type="checkbox"/>	Printer
--------------------------	---------

<input type="checkbox"/>	Computer
--------------------------	----------

<input type="checkbox"/>	Fax
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Email address or destination number of the receiving equipment

Emergency Contact Information (EMER)

The emergency contact number is the information added to our emergency book and is the number given out when damage is reported at a job site where your name appears on the ticket.

Name		
Title		
Address		
City	State	Zip
Telephone	Ext	Fax
Pager	PIN	Cell
Email address		

Catastrophic Emergency Contact Information

The catastrophic emergency contact number is the number provided to members following any event, manmade or natural such as a hurricane, that is given out for post recovery efforts.

Name		
Title		
Address		
City	State	Zip
Telephone	Ext	Fax
Pager	PIN	Cell
Email address		

Service Area/Database Contact (DATA)

This is the person responsible for setting up and maintaining your company's map database.

Name		
Title		
Address		
City	State	Zip
Telephone	Ext	Fax
Pager	PIN	Cell
Email address		

Design Request Engineer Contact Information (DESIGN)

This is the person within your organization who is designated as the contact for surveyors and engineers requesting pre-excavation information to plan a project.

Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: () _____ Ext: _____ Fax: () _____

Pager: _____ PIN: _____

Cell: _____

Email address: _____

Design Request Fee Information

The four design service levels are as follows and were adapted from the Florida Department of Transportation's Utility Accommodation Manual (UAM). *For a complete description of these levels, see the UAM, Document number 710-020-001-d.* Members are not required to offer all four levels of design services. For those design services that you will offer, please provide the fee information including any applicable dollar amounts and clarifications. If your company chooses not to offer a particular design service, leave the "Fee information" blank. If the fee information is left blank, the call center will use the default message, "Services not provided by member" as the response. The fee information is limited to 65 characters of text including spaces. Punctuation marks, with the exception of the dollar sign (\$), will be ignored.

1. Utility records review (Level D in UAM – referred to as Level 1 on your design ticket) - This is information obtained solely from a review of individual utility records. This information does not show all underground facilities or structures in an area.
Fee information:

2. Topographic surveying of above-ground utility features (Level C in UAM – referred to as Level 2 on your design ticket) - This information supplements the review of utility records and involves the topographic surveying of visible, above ground utility features such as poles, hydrants, valve boxes, circuit breakers, etc.
Fee Information:

3. Designating technologies to obtain the horizontal underground facility location (Level B in UAM – referred to as Level 3 on your design ticket) - This is an application where the ground is scanned using designating technologies (i.e. equipment used by contract locators) to get a horizontal layout of the underground facility and other underground structures on the site.
Fee information:

4. Physical exposure of the underground facility (Level A in UAM – referred to as Level 4 on your design ticket) - This provides the highest level of accuracy for facility locations in three dimensions and involves physically exposing the underground facilities using manual, mechanical and nondestructive (e.g. vacuum excavation) methods to expose the facilities.

Receiving Design Tickets

When a surveyor or engineer requests a design ticket, they are given a list of all design request engineers for that ticket. It is then the requestor's responsibility to contact the member for design services. You may elect to receive these tickets at a cost of 60 cents each.

Do you wish to receive design tickets at a cost of 60 cents each? (Put an x in the box to the left of your selection.)	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Corporate Contact Information

Full Corporate Name _____

Corporate mailing address _____

Address (cont'd) _____ Suite _____

City _____ State _____ Zip _____

Please complete all that apply:

Public Relations Department Manager/Director: _____

Phone _____ Email _____

Public Affairs Department Manager/Director: _____

Phone _____ Email _____

Communications Department Manager/Director: _____

Phone _____ Email _____

Marketing/Advertising Department Manager/Director: _____

Phone _____ Email _____

Media Department Manager/Director: _____

Phone _____ Email _____

Section IV: Additional Contacts for Internet Use

SSOCOF RMA Application

SSOCOF uses the Irth Host System for its ticket management. This is an online system, meaning that you can access your database, process location requests, view your ticket history and perform a variety of other functions over the Internet. Please complete the contact information requested below for as many individuals within your company to which you would like to give this access. For your security, you may limit the permissions that an individual may have. Each permission is described below.

Service Area.....Add & delete grids on your Database, Import Service Area Maps (Service Area Management), view ticket history, view tickets in queue, request resends, and perform Positive Response functions.

Service Area (limited)View ticket history, view tickets in queue, response manager, request resends, and perform Positive Response functions.

Member ResearchView ticket history, view tickets in queue, and view responses.

Internet Ticket EntryCreate locate tickets over the Internet, view ticket history, response manager, view tickets in queue, request resends, and perform Positive Response functions.

Response Manager.....For users that will only need to perform Positive Response functions.

Member Name:

Member Code(s):

Name

Title

Address

City

State

Zip

Telephone

Ext

Fax

Email address

You must select at least one permission:

<input type="checkbox"/>	Service area	<input type="checkbox"/>	Service area (limited)
<input type="checkbox"/>	Response Manager	<input type="checkbox"/>	Member research
<input type="checkbox"/>		<input type="checkbox"/>	Internet Ticket Entry

Name

Title

Address

City

State

Zip

Telephone

Ext

Fax

Email address

You must select at least one permission:

<input type="checkbox"/>	Service area	<input type="checkbox"/>	Service area (limited)
<input type="checkbox"/>	Response Manager	<input type="checkbox"/>	Member research
<input type="checkbox"/>		<input type="checkbox"/>	Internet Ticket Entry

SSOCOF RMA Application - continued

Name _____

Title _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Ext _____ Fax _____

Email address _____

You must select at least one permission:

<input type="checkbox"/>	Response Manager	<input type="checkbox"/>	Service area	<input type="checkbox"/>	Service area (limited)
<input type="checkbox"/>		<input type="checkbox"/>	Member research	<input type="checkbox"/>	Internet Ticket Entry

Name _____

Title _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Ext _____ Fax _____

Email address _____

You must select at least one permission:

<input type="checkbox"/>	Response Manager	<input type="checkbox"/>	Service area	<input type="checkbox"/>	Service area (limited)
<input type="checkbox"/>		<input type="checkbox"/>	Member research	<input type="checkbox"/>	Internet Ticket Entry

Name _____

Title _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Ext _____ Fax _____

Email address _____

You must select at least one permission:

<input type="checkbox"/>	Response Manager	<input type="checkbox"/>	Service area	<input type="checkbox"/>	Service area (limited)
<input type="checkbox"/>		<input type="checkbox"/>	Member research	<input type="checkbox"/>	Internet Ticket Entry