

From: Janet Stokes <janet.stokes@spiritcom.com>
To: Lynn G. Fralicklynn.fralick@spiritcom.com
Catherine McNicollCatherineMcNicoll@scstatehouse.gov
CC: Danny VaratDannyVarat@scstatehouse.gov
Date: 10/23/2017 6:34:12 PM
Subject: RE: Phone Issue

Orders completed.

Thanks,

Janet B. Stokes
Service Provisioning
1500 Hampton Street
Columbia, SC 29201
(803) 726-4457 Avaya
(803) 726-6379 Broadsoft



From: Lynn G. Fralick
Sent: Monday, October 23, 2017 3:55 PM
To: Catherine McNicoll ; Translations
Cc: Danny Varat
Subject: RE: Phone Issue

Spirit Translations,

The Lt. Governor's Office cut to Hosted IP today. We have some name change adjustments that need to be made. I have entered these in eSpirit. Please get them entered into the switch as soon as possible.

Thanks.

4-2080: Main Line good
4-5298: Primary Lt Gov SO 1133827
4-2231: Secondary Lt Gov SO 1133828
4-2083: Danny Varat good
4-5292: Catherine McNicoll SO 1133833
4-0107: Admin. Asst. (generic name until we fill) SO 1133834
4-2077: Lt Gov Security SO 1133836
4-2079: Scheduler SO 1133837
4-5953: Intern 1 Rightside SO 1133838
4-1979: Intern 2 Leftside SO 1133839
Change UM email for 803-734-2079 SO 1133840



Lynn G. Fralick
Manager, Government Markets
Phone: 803-726-4028
1500 Hampton Street, Suite 101
Columbia, S.C. 29201

From: Catherine McNicoll [<mailto:CatherineMcNicoll@scstatehouse.gov>]
Sent: Monday, October 23, 2017 3:23 PM
To: Lynn G. Fralick <lynn.fralick@spiritcom.com>
Cc: Danny Varat <DannyVarat@scstatehouse.gov>
Subject: RE: Phone Issue

Good Afternoon Lynn,

Lily has moved over to the Office on Aging and I am handling the phones for the Lieutenant Governor. Today was the install of our new phones and there are a couple of things we need to get sorted.

1. The gentlemen that came and did the initial instructions on how to use the phones had said I might be able to be trained as the phone coordinator so that I can go into e-spirit to make some of the changes to names and which lines show on which phones. I would like to do this if possible.

2. In the meantime, the information below reflects how the lines should be named:

4-2080: Main Line good
4-5298: Primary Lt Gov 1133827
4-2231: Secondary Lt Gov 1133828
4-2083: Danny Varat good
4-5292: Catherine McNicoll 1133833
4-0107: Admin. Asst. (generic name until we fill) 1133834
4-2077: Lt Gov Security 1133836
4-2079: Scheduler 1133837
4-5953: Intern 1 Rightside 1133838
4-1979: Intern 2 Leftside 1133839

3. Please have the voicemail for the scheduling line go to my inbox catherinemcnicoll@scstatehouse.gov

Thank you for your assistance.

Best Regards,
Catherine McNicoll
Director of Legal & Legislative Affairs
Lieutenant Governor's Office
CatherineMcNicoll@SCStatehouse.gov
803-734-5292 (phone)

From: Lynn G. Fralick [<mailto:lynn.fralick@spiritcom.com>]
Sent: Tuesday, October 10, 2017 11:35 AM
To: Translations <translations@spiritcom.com>; Lily Cogdill <LilyCogdill@scstatehouse.gov>; Marilyn I. Lakes <marilyn.lakes@spiritcom.com>; Jeannie Anonie <jeannie.anonie@spiritcom.com>; Denise Mackey <Denise.Mackey@spiritcom.com>

Cc: Catherine McNicoll <CatherineMcNicoll@scstatehouse.gov>

Subject: RE: Phone Issue

Thanks DeeDee!



Lynn G. Fralick
Manager, Government Markets
Phone: 803-726-4028
1500 Hampton Street, Suite 101
Columbia, S.C. 29201

From: DeeDee Bradham On Behalf Of Translations

Sent: Tuesday, October 10, 2017 11:23 AM

To: Lynn G. Fralick <lynn.fralick@spiritcom.com>; Lily Cogdill <LilyCogdill@scstatehouse.gov>; Marilyn I. Lakes <marilyn.lakes@spiritcom.com>; Jeannie Anonie <jeannie.anonie@spiritcom.com>; Denise Mackey <Denise.Mackey@spiritcom.com>; Translations <translations@spiritcom.com>

Cc: Catherine McNicoll <CatherineMcNicoll@scstatehouse.gov>

Subject: RE: Phone Issue

Hi Lily,

I removed the Call forwarding from 803-734-2083. It was call forwarded to:
CF Destination Ext: 918039209118

Thank you,
DeeDee

From: Lynn G. Fralick

Sent: Tuesday, October 10, 2017 9:57 AM

To: Lily Cogdill <LilyCogdill@scstatehouse.gov>; Marilyn I. Lakes <marilyn.lakes@spiritcom.com>; Jeannie Anonie <jeannie.anonie@spiritcom.com>; Denise Mackey <Denise.Mackey@spiritcom.com>; Translations <translations@spiritcom.com>

Cc: Catherine McNicoll <CatherineMcNicoll@scstatehouse.gov>

Subject: RE: Phone Issue

Hey Lily,

I apologize for just getting back to you. I was out yesterday afternoon attending a funeral.

Let's see if I can help to get you some answers:

Jeannie, I believe that Marilyn may be out so please let us know the status of scheduling PJ.1000487. We need to get this scheduled ASAP. And we need to do a preinstall on this as well. I would like about a week before full installation having a Spirit Tech install 1 phone to ensure that all network elements are correct.

Translations, will you please look at 803-734-2083 and see if you can tell what's going on with this. This number is still on the PBX.

Thanks.



Lynn G. Fralick
Manager, Government Markets
Phone: 803-726-4028
1500 Hampton Street, Suite 101
Columbia, S.C. 29201

From: Lily Cogdill [<mailto:LilyCogdill@scstatehouse.gov>]
Sent: Monday, October 09, 2017 3:15 PM
To: Lynn G. Fralick <lynn.fralick@spiritcom.com>
Cc: Catherine McNicoll <CatherineMcNicoll@scstatehouse.gov>
Subject: Phone Issue

Hi Lynn,

I hope you are doing well. I wanted to follow up with you regarding the status of the phone updates. In addition, I needed to notify you of a problem we are experiencing with one of our phone lines, 803-734-2083 (Danny Varat). It appears that the line has been forwarded somehow to a random person. Please let me know what to do to get that corrected.

Thank you,

Lily



Lily Cogdill
Director of Administration
Office of Lieutenant Governor
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Columbia, S.C. 29201
Ph. 803.734.2079
lilycogdill@scstatehouse.gov