BACKUP MESSAGE METHODS

Backup messages may be delivered by email, fax, text message, a page, or an automated telephone call.

- **EMAIL MESSAGE**
  A complete copy of the ticket will be emailed to the designated email address, or addresses, immediately after the request is complete.

- **TEXT MESSAGE** (Short Message Service or SMS)
  A text message will be sent to the designated cellular phone or text pager number immediately after the request is completed. The text message will include the ticket number, type of ticket, start date and time, contact name and contact phone number, address and nearest intersecting street. If no address is provided, the line reading "CALL FOR LOCATION INFO" replaces the address and nearest interacting street.

- **FAX MESSAGE**
  A complete copy of the ticket will be faxed to the designated fax number immediately after the request is complete.

- **PAGE**
  A page will be sent to the designated numeric pager number immediately after the request is completed. The page will include the 8 digit ticket number.

- **AUTOMATED CALL**
  An automated call will be made to the primary contact number provided. This number must be to a line that is answered promptly by an individual who is familiar with the process. Once answered, the contact will be prompted to enter the pin number. The ticket information is available upon entry of the correct pin. After collecting the appropriate information the receiver is prompted to release the message ensuring no further calls are made for the current ticket. If no contact is made, an automated call to the primary contact number will occur once every 30 minutes. This method allows up to four attempts over a two hour period.

  Sample automated call:

  "Hello, please enter your Missouri One Call pin number."
  User enters correct pin number
  "Ticket 70050005. Emergency."
  "Enter 1 to repeat information, 2 for more information, or 9 to accept the ticket"
  User enters 2: *"Enter 1 for start time, 2 for contact information, 3 for location of work, 4 for marking instructions, 5 for remarks or 6 to return to main menu."*
  User enters 9: *"Accepted"*
  "If you have any questions, please contact Missouri One Call at 800-344-7483. Thank you."