

## Commonwealth Office of Technology Rated Service Description

Calling /Credit Card	Rate
<b>VC20 Per minute</b> COT serves as the custodian of this service.	<b>\$0.30</b>
<b>VC20 Includes the following HARDWARE</b> NONE	
<b>VC20 Includes the following SOFTWARE</b> NONE	
<b>VC20 Includes the following SERVICES</b> Activation and cancellation of any/all cards, per the request from an agency Applicable costs are paid by COT and recovered from agencies via the VC20 rate	
<b>VC20 To Initiate Service or Report a Problem with this service</b> <b>Please contact the Commonwealth Service Desk:</b> <ul style="list-style-type: none"><li>· 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434</li><li>· Via e-mail CommonwealthServiceDesk@ky.gov</li></ul> Agency will need to provide a valid billing number to the Service Desk when requesting this service. Requests must come from an authorized agency telephone coordinator.	
<b>VC20 Additional Service Clarifications</b> NONE	