



SECONDARY EMAIL DELIVERY TO REPLACE SMS

This form is for MISS DIG 811 members currently receiving MISS DIG 811 ticket information through use of text message (SMS).

As previously announced, MISS DIG 811 will be transitioning to a new platform on December 15, 2021.

The Pelican system does not support text messages, as some cell phones and carriers have employed known and unknown sender policies (similar to how some email accounts block IP addresses) that can prevent users from seeing certain texts even while allowing the notifications to continue to come through as an automated phone call. This is an issue that has presented a problem for members on our current system as well.

It was originally thought that the current SMS users could be input into the new system for delivery via email to carrier; however, after thorough testing, this is also an unreliable option.

Members currently receiving ticket information via text message, whether by additional code delivery or after-hours notifications, should use this form to provide the Member Services Department with a secondary email address for receipt of additional copies of tickets. This email address will replace your text (SMS) information.

You can also include an IVR phone number, which will receive a copy of emergency tickets only in whatever parameters you select.

Name: _____ **Company:** _____

Date: _____

Secondary Email Address: _____

Affected Member Code(s): _____

1. Please select the type of tickets you would like to receive via email:

ALL (Includes NORM) EMERGENCY SHORT NOTICE

2. Please select the days and provide a time frame in which you want to receive via email:

M TU W TH F SA SU

Time Frame: _____

IVR Phone Number: _____

(Optional; for receipt of EMERGENCY tickets only.)

Affected Member Code(s): _____

1. Please select the days and provide a time frame in which you want to receive via email:

M TU W TH F SA SU

Time Frame: _____