

BACKUP MESSAGE INFORMATION

BACKUP MESSAGE GENERAL INFORMATION

Backup messages can be provided for certain Emergency, Digup, No Response, Bad Locate, Non Compliance and Gas Odor messages. A text message, a numeric page, or an automated call will be placed in addition to the regular message transmission. This is a courtesy to notify the receiving station that a priority ticket has been transmitted.

BACKUP MESSAGE CONTENT

- **Ticket number**
 - 8 digits starting with the last number of the current year, followed by the julian date, followed by a four digit sequential number. For example, the 1500th ticket completed on the 157th day of 2007 would be 71571500.
- **Type of ticket**
 - Emergency: Notification reporting excavation related activities due to an emergency as defined by Chapter 319 RSMo.
 - Digup: Notification that an excavator has damaged, dislocated or disturbed an underground facility.
 - No Response: Notifications reporting the lack of a response by MOCS members to a previous notification.
 - Bad Locate: Notifications reporting the incorrect location of underground facilities by MOCS members in response to a previous notification.
 - Non Compliance: Notification reporting the intent to excavate with less than two working days notice, and which is not defined as an Emergency.
 - Gas Odor (Available to GAS members only): Notification reporting an odor of natural gas where NO excavation is involved.
- **Start date and time**
 - The date and time the caller is requesting/planning to begin work.

ADDITIONAL INFORMATION MAY BE OBTAINED BY:

1. Checking the ticket: Viewing the transmitted ticket
2. Viewing the ticket online: Go to www.mocall.com
Click on the 'Utilities' link
Click on 'View-A-Ticket'
Enter the ticket number and click 'Search'
Or go to
<http://mo.itic.occinc.com/iMenu/mo/views.html>
Enter the ticket number and click 'Search'
3. Calling the on site contact: The contact name and number are located on the Ticket, included in the text message, and is available during the automated call.
4. Calling the center: 24/7 at 800-344-7483 or 811.