Telecommunications Service Order Form Instructions

To begin:
Regardless of the type of service you are requesting, please fill out the top portion of the first page. This is all your billing and contact information.

**Section 1 - New Installation**: Fill this section out for any new phone, fax or modems.

**User Name**: Enter the name of the person or function that will be using this phone. This name will appear on your bill along with the telephone number assigned.

**New Phone Number**: Leave this blank. The number will be assigned by Telecommunications.

**Building Name and Room Number**: List the building and room number where the phone will be installed.

**Jack Number**: Enter the jack number labeled on the jack. If there is no label enter “no number”. If a new jack needs to be installed enter “Need New Jack” (then list if you need phone only, data only or a new phone and data jack)

**Call Pick Up With**: If needed, list any other phone numbers that this phone should be able to pick up on when ringing.

**Forward Answer Point**: List the telephone number where calls should go to if this phone is busy or doesn’t answer. (The voicemail phone number is 686-8400)

**Phone Type**: Circle the type of phone or device that needs to be installed.

**If the phone selected is a 9316**: choose if you would like just call waiting, call waiting that shows caller id (currently this causes a break in the conversation) or select no call waiting.

**Dialing Level**: Circle where this phone should be able to call without using an authorization code or calling card.

**Activate VMX**: Choose if this phone needs voicemail.

**Remarks**: List here any special requests that have not been covered in the above options

**Section 2 – Activate Voicemail Only**: Use this section if the only action needed is to activate a voicemail box

**Phone Number**: List here the telephone number that needs voicemail.
User Name: List here the person that will be using this mailbox

Current Forward Answer Point: List the phone number where these calls currently roll to if this line is busy or not answered.

New Forward Answer Point: List 686-8400 if you now want calls not answered to go to voicemail. Or list any other phone number where these calls should go to.

Page 2 – Section 3 – Moves, Changes & Disconnects List here any requests associated with existing phone lines.

Disconnects – If you want to disconnect a phone line, fill in all the blanks in the column listed as PRESENTLY with the current information about that phone. Then write the word “disconnect” in the CHANGE TO column under the phone number line.

For all moves or changes fill out all the blanks in the column listed as PRESENTLY with the current information on that phone. Then under the CHANGE TO column only fill in the blanks for the information you want changed. (normally the telephone number will always stay the same but the location or features of that number might change). If you need clarification on what to enter into a particular blank, see the detailed instruction regarding section 1 – New Installation.