

INSTRUCTIONS FOR TELECOMMUNICATIONS SERVICE REQUEST FORM

Send the completed form to: *Laurie Napierski, ITS/Telecommunications Office*

If you have questions, please call Laurie at x22550.

1. **Station Information:** All information in this section must be completed for accurate allocation of charges.
2. **Requester Name and Phone Number:** Complete this section if person requesting service is different than station information (e.g., fax machine or modem).
3. **Directory Information:** This information is required to maintain accurate University Directory information. Please complete all information requested.
4. **Call Coverage:** This feature determines where calls should be directed to when this extension is busy or is not answered. Also the number of rings (2, 3, or 4) before the call is routed to the answer points. Note: extensions should have voice mail as the last point of coverage.
5. **Station Restriction:** Choose the appropriate calling area allowed for this extension. This telephone will be restricted to calls placed within the area indicated.
6. **Authorization Code:** An authorization code is required to complete long distance calls from a restricted telephone or may be used for separate billing of long distance calls. Please indicate the calling area (see choices in item #5) that the authorization code should allow. An authorization code can only be used from a restricted telephone. Calls placed with an authorization code will appear on the call detail of the person associated with that authorization code; they will not appear on the call detail for the extension that the call was placed from.
7. **Set Requirement:** Indicate in this section if a set is to be added, changed, or removed. Set types are listed below.

Indicated below are the various types of telephones available and the associated costs if ordering new equipment.

<i>TELEPHONE SET TYPES</i>	<i>DESCRIPTION</i>	<i>NON RECURRING COST*</i>	<i>APPROX. MONTHLY SET COST</i>	<i>APPROX. MONTHLY LINE COST</i>
2500	Single line desk set	\$38.00	\$1.11	\$8.25
2554	Single line wall set	\$38.00	\$1.11	\$8.25
7406	A multiple line set with display	\$439.00	\$7.30	\$10.00
7410	Basic with message waiting	\$159.00	\$3.75	\$10.00
7444	34 line receptionist set with display	\$646.00	\$13.90	\$10.00
8110	Single line set with speakerphone	\$103.00	\$2.00	\$8.25
Line Only	For fax machines, modems, etc.	-----	-----	\$8.25

8. **Location Information:** This information is required for set/line relocations or installations. Please complete all applicable information. A DID number can be dialed from off campus (outside the telephone system). A non-DID number can only be dialed from on campus (or another extension on the telephone system). The type of number, DID or non-DID, does not affect outgoing call capability.
9. **Voice Mail:** Indicate if a new mailbox, a change to an existing mailbox or removal of a mailbox is required. For new mailboxes, please add an "escape extension." An escape number is the number the caller is transferred to from a voice mailbox to speak to a person (usually an area secretary or receptionist).
10. **Call Pickup:** This information is required to add/delete member extensions to the pickup group or to add/delete complete pickup groups. A pickup group allows members to answer another member's extension from their own phone by dialing an access code (*7) or using a call pickup button if programmed.
11. **Additional Comments:** Please use this space for additional explanation of services requested, if necessary.

Signatures: Requester signature is the person requesting the services to be performed.
 Department Head signature is the person who is authorizing the services to be performed.
 ITS/Telecom approval for use by ITS/Telecom Office only.

*(Prices as of 7/1/03 – subject to change)