TELEPHONE SERVICE REQUEST

Complete Section 1 and any other sections that apply

E-mail completed form to: pwhite@ssrce.ca

SECTION 1 – BACKGROUND INFORMATION

NAME OF SCHOOL/LOCATION:

CIVIC ADDRESS OF SCHOOL/LOCATION:

MAIN PHONE NUMBER: CONTACT PHONE NUMBER:

CONTACT NAME: POSITION:

AUTHORIZED BY: DUE DATE:

**SECTION 2 - REQUEST TO MOVE LINE**

PHONE NUMBER TO MOVE: FROM ROOM # TO ROOM #

DOES THE NEW LOCATION HAVE A PHONE JACK? YES \_\_\_ NO \_\_\_

IS A PHONE SET REQUIRED? YES \_\_\_ NO \_\_\_ IF SO WHAT MODEL? (See Models Below)

**SECTION 3 - REQUEST FOR AN ADDITIONAL PHONE LINE**

LOCATION OF NEW PHONE LINE? ROOM #

DOES THE NEW LOCATION HAVE A PHONE JACK? YES \_\_\_ NO \_\_\_

IS A PHONE SET REQUIRED? YES \_\_\_ NO \_\_\_ CHECK OFF TYPE OF PHONE SET BELOW

IS VOICE MAIL REQUIRED: YES \_\_\_ NO \_\_\_

##  REQUESTS FOR ADDITIONAL LINES MUST BE APPROVED BY THE DIRECTOR OF FINANCE.

#### SECTION 4 - REQUEST FOR NEW PHONE SET

#### (See model on bottom of an existing phone-all are black)

* M5316 (Multi-button hands free - $495.00)
* M5208 (Multi-button - $320.00)
* M9116 (Single Line Set-Charcoal - $68.00)
* M9316 (Single Line Hands Free - $280.00)

**SECTION 5 - REQUEST FOR REPAIR**

PHONE LINE NUMBER: USER NAME:

**TROUBLESHOOTING QUESTIONS**

IS THE LINE CORD PLUGGED INTO THE JACK? YES \_\_\_ NO \_\_\_

IS THE LINE CORD PLUGGED INTO THE PHONE? YES \_\_\_ NO \_\_\_

PROCEED TO NEXT SECTION IF ANSWERS WERE “YES”

**TYPE OF PROBLEM**

* Static on Line (Check curly cord)
* Line is Dead
* Phone Buttons won’t respond (Turn

phone over and scroll fingers over buttons to release a button that may be stuck)

* New curly cord required
* Display not working (Check to make sure

display power cord is plugged in under phone)

* Voice mail not working properly
* Other (Please describe)

**SECTION 6 - REQUEST FOR VOICE MAIL CHANGE**

ADD VOICE MAIL ONTO AN EXISTING LINE YES\_\_\_\_ PHONE NUMBER

RESET VOICE MAIL PASSWORD ON EXISTING LINE YES\_\_\_\_\_ PHONE NUMBER

**SECTION 7 - REQUEST FOR PROGRAMMING CHANGE**

CHANGE INTERNAL DISPLAY NAME TO:

CHANGE EXTERNAL DISPLAY NAME TO:

DIRECTORY LISTING CHANGE REQUIRED: YES \_\_\_ NO \_\_\_

IF YES, CHANGE LISTING TO READ:

**SECTION 8 - REQUEST FOR DISCONNECTION**

PHONE NUMBER TO DISCONNECT:

DISCONNECT DATE REQUESTED:

DO YOU REQUIRE A MESSAGE ON THE LINE TO REFER TO A NEW NUMBER? YES \_\_\_ NO \_\_\_

IF YES, WHAT NUMBER DO YOU WANT THEM TO CALL?

Director of Finance Date