TELEPHONE SERVICE REQUEST

(Complete Section 1 and any other section that applies:) E-MAIL completed form to: [csmith@ssrsb.ca](mailto:csmith@ssrsb.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 PAGE 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? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Wade Tattrie, Director of Finance Date

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