

## Service Requested

Select your type of request, and then click the jumplink to navigate to that section.

- Section One: New Service  
  Section Two: Service Change  
  Section Three: Group Feature Change  
 Section Four: Moves  
  Section Five: Disconnects

## Client Information

Company Name	IBC Group Name	Requested Install Date (MM/DD/YY)
Requester Name	Requester Phone Number	Address
On-Site Contact Name	On-Site Contact Phone Number	Floor Number

## Section One: New Service

### Required Information:

User Telephone Number	First Name	Last Name
User Email Address	User Calling Line ID (Internal name display)	
Are wiring jacks in place? <input type="checkbox"/> Yes <input type="checkbox"/> No	What type of service package? <input type="checkbox"/> Basic <input type="checkbox"/> Standard	Is Conference Bridge Access required? <input type="checkbox"/> Yes <input type="checkbox"/> No
What equipment will be rented? <input type="checkbox"/> CISCO 8841 set <input type="checkbox"/> CISCO 8851 set <input type="checkbox"/> CISCO Expansion Module (only compatible with 8851 sets) <input type="checkbox"/> Analogue Terminal Adapter (for Polycom Conference phones) <input type="checkbox"/> No Device (Multi-line only)		

### Required Information: Billing Account Number

Current Customer Account Number (if telephone number is in service)	New Existing IBC Customer Account Number
---	--

### Multi-Line

A multi-line is a secondary number assigned to an existing user set. It does not have a set of its own.

Telephone number the multi-line will be displayed on

### Toll Free Number

Will a toll-free number connect to this user? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is this an existing or brand new toll-free number? <input type="checkbox"/> Existing <input type="checkbox"/> Brand New
If existing, record number above.	

### Combined Voice Mail

Does your request include combined voicemail? <input type="checkbox"/> Yes <input type="checkbox"/> No	Cell phone number linked to voicemail
---	---------------------------------------

### Call Queue User

- Yes – Call Queue Basic  
 Yes- Call Queue Enhanced  
 No Call Queue Required

### Shared Call Appearance

Please record the sets this telephone number will appear on in the slots below.

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

### Multi Key Call Waiting

Please record how many times the telephone number will appear on its own set, to a maximum of 6. Note that users can have only shared call appearance or multi key call waiting.

Amount	Additional information (if required)

**Section Two: Service Change**

**Combined Voice Mail**

Add  Remove  Change

Old User Telephone \_\_\_\_\_

Old Cellular Telephone Number \_\_\_\_\_

New Cellular Telephone Number \_\_\_\_\_

**Voice Mail Password Reset**

Destructive (deletes voicemails)

Non-Destructive (Keeps voicemails)

User Telephone Number \_\_\_\_\_

**Billing Account Change**

User Telephone Number \_\_\_\_\_

Current Customer Account Number \_\_\_\_\_

New Customer Account Number \_\_\_\_\_

**Package Change**

Package type

User Telephone Number \_\_\_\_\_

Basic  Standard

**Equipment Change**

User Telephone Number \_\_\_\_\_

CISCO 8841 set (standard phone set)

CISCO 8851 set (same as 8841 with USB port)

CISCO Expansion Module (only compatible with 8851 sets)

Analogue Terminal Adapter (for Polycom Conference phones)

No Device (Multi-line only)

**Toll-Free Change**

Add  Remove  Change

\_\_\_\_\_ User Telephone Number

**Is this an existing or brand new toll-free number?**

Brand New  Existing

If existing, the number is: \_\_\_\_\_

**Optional Features Change**

**IBC Collaboration**

Add – (Standard Package Only)  Remove

User Telephone Number \_\_\_\_\_

**Call Queue User**

Add – Call Queue Basic  Add – Call Queue Enhanced  Remove

User Telephone Number \_\_\_\_\_

**Multi-Line**

*Please note that this feature is a secondary number assigned to an existing user set. It does not have a set of its own.*

Add  Remove  Change

\_\_\_\_\_ Multi-line Telephone Number

\_\_\_\_\_ Set linked to multi-line

**Shared Call Appearance**

*Note that this telephone number will appear on the sets listed in this section.*

**Add a shared call appearance**

This telephone number \_\_\_\_\_

Will be added to the following sets:

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

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

**Remove a shared call appearance**

This telephone number \_\_\_\_\_

Will be removed from the following sets:

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

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

**Multi Key Call Waiting**

*Please record how many times the telephone number will appear on its own set, to a maximum of 6. Note that users can have only shared call appearance or multi key call waiting.*

Add quantity: \_\_\_\_\_

Remove quantity: \_\_\_\_\_

\_\_\_\_\_ User telephone number

**Additional information (if required)**

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

**Section Three: Group Feature Change**

**Billing Account Number**

Group Telephone Number

Current Customer Account Number

New Customer Account Number

**Group Paging**

Add  Remove  Change

Group Paging Telephone Number

**Hunt Group**

Add  Remove  Change

Is a hunt group voicemail requested?

Yes  No

Hunt Group Telephone Number

Hunt Group Toll-Free Number

**Record additional Hunt Group telephone numbers in the slots below.**

\_\_\_\_\_

\_\_\_\_\_

**Auto Attendant**

Add  Remove  Change

Auto Attendant Telephone Number

Is Auto-Attendant voicemail required?

Yes  No

Auto-Attendant Toll-Free Number

**Record additional Auto-Attendant telephone numbers in the slots below.**

\_\_\_\_\_

\_\_\_\_\_

**Call Queue**

Add  Remove  Change

Is a Call Queue voicemail requested?

Yes  No

What type of Call Queue is requested?

Yes- Call Queue Basic

Yes – Call Queue Enhanced

Call Queue Telephone Number

Call Queue Toll-Free Number

**Section Four: Moves**

**Access Change**

User Telephone Number

Old Customer Account Number

New Customer Account Number

Old Group Name

Old Address

Old Floor

New Group Name

New Address

New Floor

**Additional Information (if required)**

\_\_\_\_\_

**Section Five: Disconnects**

**User Disconnect**

*Please note that a booked service request is required to pick up equipment.*

User Telephone Number

User First Name

User Last Name

Account Number

**Additional Information (if required)**

\_\_\_\_\_