

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
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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
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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 Remove Change

User Telephone Number

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.

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)
