

Please use the following checklist to ensure you are including all the pertinent information when making a request for telephone service through the govtel.requests@sasktel.com mailbox. This will help SaskTel to complete your requests efficiently and in a timely manner.

Basic Information

- Your name and contact information
- The “On-Site” Contact name and contact information
- Address-The location the work is to be done at
- **Centrex IP please add address for 911 purposes
- The CAN (Customer Account Number) to bill the work to
- If you require the service by a specific date, please indicate the date
- Type of Request-New
- Analog/Digital or Centrex IP Request

When you want to install a new line tell SaskTel...

- If there is wire in place
- If you already have a phone and what kind it is
- If you need a new phone ordered tell us what kind you want
- If you are asking for a new phone tell us if you want voicemail with the original set up

When you want a new telephone tell SaskTel...

- What type of phone you want
- SaskTel will establish a Digital/Centrex IP with the following features programmed – if you want anything different include that on your request:
 - Key 1 – Telephone Number
 - Key 2 – 3 Way Calling
 - Key 3 – Call Forward Universal
 - Key 4 – Voice Visual Indicator (if you have requested voicemail)
 - Key 5 – Ring Again
 - Key 6 – Speed Call Short List
 - Key 7 – Call Park
 - Any additional keys will be Auto Dials
- SaskTel will establish an Analog phone with the same features except Auto Dial and key assignments are not applicable

When you want to disconnect a line tell SaskTel...

- The date you want the line disconnected (today or a specific future date)
- Do you require intercept service? If so, for how long? To what #? Cost is \$6/month

When you want to move a line tell SaskTel...

- The current location – address, floor number, specific room if applicable
- The location moving to – address, floor number, specific room if applicable
- If move is occurring in the same building indicate the floor the set is being moved to

When you want to add features or appearances of other phone numbers onto a phone tell SaskTel...

- Which key you want the feature(s) or phone number(s) added to (if applicable)

When you are ordering line or handset cords tell SaskTel...

- Whether the line cord is for an Analog/Digital/Centrex IP phone
- If you don’t know– tell SaskTel the phone number of the phone it will go on

When you want to add Voice Mail...

- NOTE: When SaskTel establishes Voice Mail the temporary password is the 10 digit phone number (306-XXX-XXXX)

When you want to Reset Voice Mail tell SaskTel...

- Whether you want it to be
- Destructive (lose all existing messages)
 - Non-Destructive (retain all existing messages)