

# UCA TELEPHONE SERVICE REQUEST FORM

ONCE YOU HAVE READ AND COMPLETED THE BLANKS REQUIRED, PLEASE INCLUDE A DESCRIPTION IN YOUR WORDS WHAT YOU ARE NEEDING DONE AND THE AREAS YOU ARE NEEDING THIS COMPLETED IN.

## **Phone Trouble:**

- ❖ Phone not working at all
- ❖ Phone has static
- ❖ Phone has interference and cannot hear the conversation clearly

## **New Installation:**

- ❖ Must include either analog or digital service
- ❖ Voice mail or no voice mail
- ❖ Long distance or no long distance
- ❖ Does this service need to be added to a hunt group  
*(This means you can have a number that will continue to roll to another number in a particular group until someone can answer)*
- ❖ Does this service need to be added to a pick up group  
*(This means that several people can be in a group and their phones can be picked up to answer from anyone in the group)*
- ❖ A new phone number or numbers needs to be assigned where an existing telephone jack is
- ❖ A new phone number or numbers needs to be assigned and there is not a telephone jack

## **Move, Add, Change:**

*Move:* If you have an assigned phone number at one jack and you need it moved to another telephone jack

*Add:* Such as needing voice mail or a number needs to be added to a hunt group (this means you can have a number that will continue to roll to another number in a particular group until someone can answer)

Or add numbers to a call Pick Up Group ( this means that several people can be in a group and their phones can be picked up to answer from anyone in the group) MADN number ( this means a main number can be added to several different phones)

*Change:* You want to change phone from an analog (single line) to a digital (multiple lines). You want to have an add on of lines for your digital phone.

**Equipment Needs:** If you need equipment such as a new phone, longer cord, new hand set, this will be done by sending over a Supplies and Services Form to Brenda Bradley or email her at [bbradley4@uca.edu](mailto:bbradley4@uca.edu).

Contact Name Requesting Service: \_\_\_\_\_

Contact Phone Number Requesting Service: \_\_\_\_\_

Date requested \_\_\_\_\_

Date Service Expected \_\_\_\_\_

(Please remember Windstream has five (5) days to complete a work request, however, for a expedite fee you can have this completed by next day)

Building Name Service Will Occur: \_\_\_\_\_

Billing Index Code: \_\_\_\_\_

Please Include Address if it is not a 201 Donaghey address: \_\_\_\_\_

DESCRIPTION OF WORK REQUEST:

(Please include the room number of service and any existing telephone jack number (jacks are labeled, example V-3 or T-3))

\_\_\_\_\_  
Requesting Signature

\_\_\_\_\_  
Date