

# Telecommunications Work Order Request

For: Add, Move, Change, or Delete

## Form Instructions

***A work order request is not required for Repairs. Please note that all repairs are to be reported to GTA Service Desk by calling: (877) 482-3233 and selecting Option #2.***

### I. Please complete the following for all requests:

1. Date: Date that you are submitting the request
2. Ship To#: This is found on your telephone bill; if you need assistance, please e-mail Judy Waters at: [jgwaters@aug.edu](mailto:jgwaters@aug.edu)
3. Department: Department Name on account
4. Desired Service Date: Service date cannot be sooner than 10 days of work request date
5. Contact Person: Person to contact for questions regarding this request
6. Contact Phone #: Phone Number of contact person

To **Add** a new line, refer to **Section A** of instructions.

To **Move** an existing line, refer to **Section B** of instructions.

To **Change** an existing line, refer to **Section C** of instructions.

To **Delete** an existing line, refer to **Section D** of instructions.

To **Change Voicemail User** on an existing line, refer to **Section E** of instructions.

### A. Adding a New Line:

(See Example 1 for Visual)

1. Complete Section I
2. Work Requested: Select **Add** in the drop box
3. Phone #: **Leave blank**. AT&T will provide a new number for this line.
4. Check box for New Line
5. Phone Type: Select appropriate phone (P-Phone, Single-line, Multi-line, Comdial or Cordless) needed or have for office
6. Current Building/Room/Jack #: We must have this information to set up service.
7. Check box for Voicemail if needed (Additional Monthly Charges will apply)
8. New Building/Room/Jack #: Leave blank
9. Check box for Need New Phone and make sure Step #5 is correct
10. Check all appropriate boxes for Additional Features Needed:
  - a. Caller ID: You may have this feature only if the phone is caller ID accessible
  - b. Call Forward Options (This cannot be used if line has an active voicemail account):
    - i. CF No answer to \_\_\_\_\_: This feature will forward the new line to the number specified if it is not answered in 4 rings. It will not go to a voicemail box.
    - ii. CF Busy to \_\_\_\_\_: This feature will forward the new line to the number specified if the line is busy. It will not go to a voicemail box.
    - iii. CF NO Answer & CF Busy after 4 (or # designated by request) rings to \_\_\_\_\_: This feature will forward the new line to the number specified if the line is not answered or if the line is busy.
  - c. Call Pick Up Group (For single line system only): This feature can be set up for the new line to pick up other lines in the department by simply dialing \*77. List all numbers in the comment box below this section for this feature to be programmed on new line.
11. Other/Comments: List any comments that you may need to clarify regarding this order. If the phone type is not listed in the drop-down menu, put the information in comments section. If you would like the feature of Call Pick up group, please list ALL lines.
12. Complete Section II

## B. Moving an Existing Line:

(See Example 1 for Visual)

1. Complete Section I
2. Work Requested: Select **Move** in the drop box
3. Phone #: Phone number that is being moved
4. Phone Type: Select appropriate existing phone type (P-Phone, Single-line, Multi-line, Comdial or Cordless)
5. Current Building/Room/Jack #: Where phone line is currently
6. New Building/Room/Jack #: Where phone line is being moved to
7. Other/Comments: List any comments to clarify this order. If the phone type is not listed in the drop-down menu, describe here. Also, if this line is being moved to another ship to #, please note new Ship To in this section.
8. Complete Section II

## C. Changing an Existing Line:

(See Example 2 for Visual)

1. Complete Section I
2. Work Requested: Select **Change** in the drop box
3. Phone #: Phone number that is being changed
4. Phone Type: Select appropriate existing phone type (P-Phone, Single-line, Multi-line, Comdial or Cordless)
5. Current Building/Room/Jack #: Required Information
6. Check box for Voicemail if needed (Additional Monthly Charges apply)
7. New Building/Room/Jack #: Leave blank
8. Check box for Need New Phone and make sure Step #5 is correct
9. Check all appropriate boxes for Additional Features Needed:
  - a. Caller ID: You may have this feature only if the phone is caller ID accessible
  - b. Call Forward Options (This cannot be used if line has an active voicemail account):
    - i. CF No answer to \_\_\_\_\_: This feature will forward the new line to the number specified if it is not answered in 4 rings. It will not go to a voicemail box.
    - ii. CF Busy to \_\_\_\_\_: This feature will forward the new line to the number specified if the line is busy. It will not go to a voicemail box.
    - iii. CF NO Answer & CF Busy after 4 (or # designated by request) rings to \_\_\_\_\_: This feature will forward the new line to the number specified if the line is not answered or if the line is busy.
  - c. Call Pick Up Group (For single line system only): This feature can be set up for the new line to pick up other lines in the department by simply dialing \*77. List all numbers in the comment box below this section for this feature to be programmed on new line.
10. Other/Comments: List any comments that you may need to clarify regarding this order. If the phone type is not listed in the drop-down menu, put the information in comments section. If you would like the feature of Call Pick up group, please list ALL lines.
11. Complete Section II

## D. Deleting an Existing Line:

(See Example 2 for Visual)

1. Complete Section I
2. Work Requested: Select **Delete** in the drop box
3. Phone #: Phone number that is being disconnected
4. Current Building/Room/Jack #: Required Information
5. New Building/Room/Jack #: Leave blank
6. Other/Comments: List any comments that you may have about this order.
7. Complete Section II

**E. Changing Voicemail User on an Existing Line:**

1. Complete Section I
2. Check box for Change Voice Mail User
3. Phone #: Phone number that is associated with voicemail
4. Former User: Name of current registered voicemail
5. New User Name and e-mail address: Name of new user and e-mail address
6. Complete Section II

**II. Please Submit with an Authorized Signature**

You may sign this form by typing in your name, if you are the authorized department coordinator, and you can submit the form using your e-mail account.

**You may submit up to two requests on each form if they are all associated with the same Ship To Account. For Additional requests, please submit a new form.**

This form can be sent through:

- Intercampus Mail to Purchasing – Box #50
- E-mail to Judy Waters: [jgwaters@aug.edu](mailto:jgwaters@aug.edu)
- Faxed: 706-737-1761