



## Telecommunications VoIP Work Order

- 1) Please fill out work order form and send scan to [tcom-request@tamu.edu](mailto:tcom-request@tamu.edu).
- 2) If you do not receive a work order number within 24 hours of submitting this form, please call 979.845.1020.

Requesting Department	Service Request Coordinator	Phone #	<b>Work Order # (IT Only)</b>
Email Address	Centrex Account (xx-xxxxxx-xxxxx)	Building # and Name	Mail Stop

## Service Requested

<b>Service Requested</b>	<b>Equipment Type</b>	<b>Calling Access</b>	<b>Additional Services</b>
<input type="checkbox"/> Add New Line <input type="checkbox"/> Move Line <input type="checkbox"/> Change from Centrex to VoIP <input type="checkbox"/> Add New Extension <input type="checkbox"/> Repair <input type="checkbox"/> Disconnect Line <input type="checkbox"/> Add Voicemail <input type="checkbox"/> Remove VM <input type="checkbox"/> Programming Change	<input type="checkbox"/> 2-Line (100 Meg) <input type="checkbox"/> 4-Line (100 Meg) <input type="checkbox"/> 6-Line (100 Meg) <input type="checkbox"/> 12-Line (1 Gig) <input type="checkbox"/> Expansion Module <input type="checkbox"/> Analog (Fax, Cordless, CPE)	<input type="checkbox"/> International (ARS1) <input type="checkbox"/> U.S. Long Distance (ARS2) <input type="checkbox"/> Local + 800 (AR14) <input type="checkbox"/> Local Only (AR10) <input type="checkbox"/> Require Auth Code (AR13) <input type="checkbox"/> New Auth Code Needed <input type="checkbox"/> Other	<input type="checkbox"/> Wall-Mount Phone <input type="checkbox"/> Estimate Needed <input type="checkbox"/> Auto-Attendant <input type="checkbox"/> Order Conference Phone or Headset <input type="checkbox"/> Install Data Drop (RJ45)**

Existing Phone # (if applicable):	Existing Bldg/ Room # :	Move to Bldg/Room # (if applicable):
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End User Name:	Name for Caller ID:
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Receive Voicemails via Email (provide email):  
 Only receive in Email (cannot check on phone)

Remarks:

**Program Sheet \*Please only fill out the items that are changes or additions**

Line 1: \_\_\_\_\_ PL Line 5: \_\_\_\_\_ SCA BLF AP AR Line 9: \_\_\_\_\_ SCA BLF AP AR  
 Line 2: \_\_\_\_\_ SCA BLF AP AR Line 6: \_\_\_\_\_ SCA BLF AP AR Line 10: \_\_\_\_\_ SCA BLF AP AR  
 Line 3: \_\_\_\_\_ SCA BLF AP AR Line 7: \_\_\_\_\_ SCA BLF AP AR Line 11: \_\_\_\_\_ SCA BLF AP AR  
 Line 4: \_\_\_\_\_ SCA BLF AP AR Line 8: \_\_\_\_\_ SCA BLF AP AR Line 12: \_\_\_\_\_ SCA BLF AP AR

PL – Primary Line, always on Line 1.  
 SCA – Shared Call Appearance – Ability to answer another person’s line within your department. Lights up red when on the phone.  
 BLF – Busy Lamp Field – Speed dial to user within your department. Lights up red when on the phone. \*Please note – BLF is not an option on a 2-Line Phone, and BLF comes after Primary Lines and SCA’s when programming a phone.  
 AP – Appear Only (No Ring) – Option for SCA Only. AR – Appear and Ring (Will Ring) – Option for SCA Only.

Date Work Order Prepared	Departmental Approval	
Service Date Desired	Signature	Date



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### Texas A&M IT Use Only

New Number: \_\_\_\_\_

Equipment Provided: \_\_\_\_\_ Is there Equipment on Pick-Up Shelf for this Order  Yes  No

Additional Remarks:

\*\*If you require a new data drop, please contact TAMU IT to request the drop prior to submitting this work order. Please visit [http://it.tamu.edu/Network\\_and\\_Internet\\_Access/Wired\\_Connections/Building\\_Connections/Request.php](http://it.tamu.edu/Network_and_Internet_Access/Wired_Connections/Building_Connections/Request.php)