



# Analog Telephone Service Order

Email completed service order and supporting documents to [tcom-request@tamu.edu](mailto:tcom-request@tamu.edu). You will receive an automatic email from Help Desk Central providing a reference number (INC#). If you haven't received a response after two business days, reply to the original email or call 979.845.8300 with your INC# for a status update.

**Getting Started**  
Customers must provide their own phones.

## Requestor/Departmental Coordinator Information

By filling out this form, you certify you are authorized by your unit to submit this work order.

Name: \_\_\_\_\_ Unit/College/Department: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

## Billing Information

This is not an account change form. If you need to make changes to your account, refer to [Account Change Form](#).

Billing Contact Name: \_\_\_\_\_ Authorized Account Signer Name: \_\_\_\_\_

Billing Contact Email Address: \_\_\_\_\_ Billing Contact Phone Number: \_\_\_\_\_

Mailstop/Mailing Address: \_\_\_\_\_

Account No. (xx-xxxxxx-xxxxx): \_\_\_\_\_ Department Code: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Service Requests

**Select ALL services needed:\***

- |                          |  |
|--------------------------|--|
| Add New Line             | Programming Change (Comdial & Norstar) |
| Disconnect Line          | Repair (wiring or outlet only)         |
| Change Calling Access    | Add New Phone Outlet                   |
| Update Voicemail         | Auto-attendant/phone tree              |
| Physical Location Change |  |

## Phone Information

Phone Number (if applicable):\* \_\_\_\_\_ Intercom Number (if applicable): \_\_\_\_\_

Name to display on Caller ID:\* \_\_\_\_\_



### Calling Access

**Calling Access:\***    International (ARS1)    U.S. Long Distance (ARS2)    Local + 800 (AR14)    Local Only (AR10)

**Authorization:**    Require Auth. Code (AR13)    Use Current Auth. Code: \_\_\_\_\_    New Auth. Code Needed

### Voicemail

Send voicemail to: \*    Email ONLY    Email and phone    Phone ONLY    Do not accept voicemail

Send voicemail to this email (if applicable): \_\_\_\_\_

On-phone voicemail notification (if applicable):    Stutter-tone    Message Waiting Light

### Physical Location

Building Number: \* \_\_\_\_\_    Room Number: \* \_\_\_\_\_

*Does this phone need to be moved? If yes, please fill out the following:*

New Building Number (if applicable): \_\_\_\_\_    New Room Number (if applicable): \_\_\_\_\_

### Programming Change

*For Norstar and Comdial programming changes, be prepared to give programming information to technician.*

### Other

Service Date Desired: \_\_\_\_\_

Remarks: \_\_\_\_\_