



Audioconferencing via 800 Number Service Order

Email completed service order to 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. The coordinator listed on this form will receive an email from emeetings@verizon.businessonline.com with your 800 number and instructions for your audioconference.

New to Audioconferencing?

Audioconferencing using an 800 number allows conference members in multiple locations to join a call without incurring long distance charges. The Division of IT offers one-time use and permanent 800 numbers for audioconferencing. If used more than twice a year, a permanent 800 number is more cost effective. For more details, visit it.tamu.edu.

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

Mailstop/Mailing Address: _____

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

Authorized Account Signer Name: _____

Signature: _____ Date: _____

Service Requests

Services needed:*

One-time use 800 number

Add New Permanent 800 number

Disconnect this Permanent 800 number: _____



One-time Use Audioconference Information

Conference Date: _____ Conference Start Time (CST): _____

Call Duration: _____

Number of Callers

Total number of callers (on-campus and off-campus): _____

If uncertain how many will call, overestimate. This number is the maximum number of people who can call in. One-time use 800 number are charged \$0.05/minute/caller, but you will only be charged for the people who call in.

Number of callers from outside the U.S. (if any): _____

Canceling a One-Time Conference

If the conference call is cancelled, you must notify the Division of IT at least 24 hours in advance or your department will be charged \$3.50/caller. To cancel, email tcom-request@tamu.edu referencing the INC# you received after submitting the Audioconferencing Service Order with the subject line "CANCEL INC#__ CONFERENCE".

Permanent Audioconference Information

Number of Ports: 20 (standard) More than 20

The number of ports indicates the maximum number of people who can join an audioconference. Rates for the standard 20 ports are listed on it.tamu.edu. If more than 20 ports are needed, additional monthly charges will apply.

Conference Call Settings

Quick Start (allow participants to start conferences before the leader joins): Yes No

Name Record (prompts participants to record their name as they enter conference): Yes No

Auto Continuation (allows conference to continue when leader disconnects): Yes No

Conference Entry/Exit (announces the entry and exit of participants): Tone Recorded Name Silence

Other

Remarks: _____