



FAX 601-432-8100

EMAIL telecomrequest@its.ms.gov

AUTHORIZED AGENCY/TELECOM COORDINATOR & SITE CONTACT

AGENCY NAME:			TODAY'S DATE:	
<i>Service requests are only accepted from authorized agency contacts.</i>				
TELECOM CONTACT NAME:		TELECOM CONTACT PHONE #:		
TELECOM CONTACT EMAIL:				
ON-SITE CONTACT NAME:		ALTERNATE ON-SITE CONTACT NAME:		
OFFICE PHONE #:		OFFICE PHONE #:		
CELL PHONE #:		CELL PHONE #:		
EMAIL:		EMAIL:		
ON-SITE CONTACT AVAILABILITY: <input type="checkbox"/> 8:00 AM – 5:00 PM <input type="checkbox"/> 8:00 AM – 12:00 PM <input type="checkbox"/> 1:00 PM – 5:00 PM				
REQUESTED DUE DATE:		EXPEDITE REQUEST: <input type="checkbox"/> YES <input type="checkbox"/> NO		
<i>Allow 7-10 business days for normal processing.</i>		<i>By Selecting "Yes" you agree to accept responsibility for related expedite fees.</i>		

AT&T INSTALL REQUEST

COST CENTER: <i>Important info regarding Cost Center</i> <ul style="list-style-type: none"> Required for New Services If changing cost center, see Billing Cost Center Change Request section If new cost center requested, see New Cost Center Request section 	NEW # REQUESTED: <input type="checkbox"/> YES <input type="checkbox"/> NO	
	IF YES, SELECT SERVICE TYPE: <input type="checkbox"/> BUSINESS LINE <input type="checkbox"/> CENTREX LINE	
	LINE TERMINATION: <input type="checkbox"/> TAG AT D-MARC <input type="checkbox"/> RUN TO JACK <i>If you have a phone system & the line needs to run through the system, your vendor will handle the inside wiring & jacks. Also, conduit is your agency's responsibility.</i>	
<input type="checkbox"/> RESTRICT TO AUTHORIZATION CODES <input type="checkbox"/> UN-RESTRICT		EXISTING NUMBER AT LOCATION:
DESCRIPTION OF WORK REQUESTED: <i>Report AT&T troubles to the ITS Service Center at 601-432-8080 or Service.Center@its.ms.gov</i>		

FEATURES

MEMORY CALL: <input type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, 0-OPTION:	<i>Caller gets voicemail & presses "0" to speak to alternate answering position.</i>
HUNT GROUP: <input type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, LIST #'S:	
CPU GROUP: <input type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, LIST #'S:	
CALLER ID: <input type="checkbox"/> YES <input type="checkbox"/> NO	CALL FORWARD/BUSY: <input type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, LIST #:
	CALL FORWARD/DON'T ANSWER: <input type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, LIST #:

AT&T DISCONNECT OR MOVE

☐ DISCONNECT

NUMBERS TO DISCONNECT:

☐ MOVE

NUMBERS TO MOVE:

DUAL SERVICE ☐ YES ☐ NO *Based on availability.*EXISTING
ADDRESS:

NEW ADDRESS:

EXISTING # AT
NEW ADDRESS:

DSL REQUEST

☐ INSTALLNEW NUMBER INSTALL W/DSL: ☐ Yes ☐ No

EXISTING # FOR DSL:

EQUIPMENT: ☐ MODEM ☐ ROUTER ☐ PROVIDE OWN EQUIPMENTSPEED: ☐ 1.5 MEG ☐ 3 MEG ☐ 6 MEGIP STATIC ADDRESS: ☐ YES, QTY: ☐ NO☐ PROFESSIONAL INSTALLATION ☐ SELF-INSTALLATION☐ CHANGE

SPEED:

☐ 1.5 MEG ☐ 3 MEG ☐ 6 MEG

EXISTING # FOR DSL:

☐ DISCONNECT☐ DSL ONLY☐ PHONE # AND DSL

EXISTING # FOR DSL:

SERVICE ADDRESS:

SERVICE ADDRESS:

SHIPPING ADDRESS:

UVERSE REQUEST

☐ INSTALLNEW NUMBER INSTALL W/UVERSE: ☐ Yes ☐ No

EXISTING # FOR UVERSE:

EQUIPMENT: ☐ MODEM ☐ ROUTERBROADBAND STATIC IP SPEED: ☐ 1.5 MEG ☐ 3 MEG ☐ 6 MEG
☐ 12 MEG ☐ 18 MEGBROADBAND DYNAMIC IP SPEED: ☐ 768 Kbps ☐ 1.5 MEG ☐ 3 MEG
☐ 6 MEG ☐ 12 MEG ☐ 18 MEG *Broadband Static IP - Internet**Gateway- \$100 One Time Charge (Required when ordering Static or Dynamic IP)*☐ CHANGE☐ UPGRADE ☐ DOWNGRADEIP TYPE: ☐ STATIC ☐ DYNAMICIP SPEED: ☐ 768 Kbps ☐ 1.5 MEG
☐ 3 MEG ☐ 6 MEG ☐ 12 MEG
☐ 18 MEG

EXISTING # FOR UVERSE:

☐ DISCONNECT☐ UVERSE ONLY☐ PHONE # AND UVERSE

EXISTING # FOR UVERSE:

SERVICE ADDRESS:

SERVICE ADDRESS:

UNIVERSE REQUEST-CONTINUED

SHIPPING ADDRESS:

TOLL FREE REQUEST

☐ INSTALL

VANITY # REQUESTED: ☐ YES ☐ NO
If YES, see VANITY # section below

LOCAL POINT-TO #:

LOCAL POINT-TO # PHYSICAL ADDRESS:

☐ CHANGE

TOLL FREE # :

NEW POINT #:

NEW POINT # PHYSICAL ADDRESS:

☐ DISCONNECT

TOLL FREE # :

LOCAL POINT TO #:

REQUESTED DUE DATE:

TOLL FREE BLOCKING:

☐ MISSISSIPPI ONLY☐ NATIONWIDE (50 STATE + CANADA)

REQUESTED DUE DATE:

Allow 7-10 business days for normal processing.

NEW TOLL FREE BLOCKING:

☐ MISSISSIPPI ONLY☐ NATIONWIDE (50 STATES + CANADA)

REQUESTED DUE DATE:

*Allow 7-10 business days for normal processing.*VANITY # OPTIONS *(Please provide a minimum of 10 variations):*

1. 2. 3. 4. 5.

6. 7. 8. 9. 10.

BILLING COST CENTER CHANGE REQUEST

EMPLOYEE LAST NAME:

EMPLOYEE FIRST NAME:

☐ TELEPHONE NUMBER:☐ AUTHORIZATION CODE:☐ CONFERENCE ACCOUNT:*Check all that apply.*

CURRENT COST CENTER:

NEW COST CENTER:

NEW COST CENTER REQUEST

AGENCY:

DEPARTMENT/DIVISION:

☐ SEPARATE INVOICE*If separate invoice, complete information below.*

NAME FOR NEW COST CENTER:

MAILING ADDRESS:

CONTACT NAME:

LIST NAMES & ACE LOGINS FOR STAFF WHO CAN HAVE ACCESS TO INVOICE:

1.

2.

3.

4.

☐ MASTER BILL*If master bill, complete information below.*

NAME FOR NEW COST CENTER:

MAILING ADDRESS:

CONTACT NAME:

MASTER BILL #:

Refer to an old invoice to find Master Bill Invoice #.

ADD/REMOVE ONLINE TELECOM USERS

☐ ADD ONLINE USER☐ REMOVE ONLINE USER

USER NAMES & ACE LOGINS: 1.

2.

3.

4.

COST CENTERS:

AGENCY HEAD/AUTHORIZED

TELECOM COORDINATOR SIGNATURE: _____ DATE: _____