

Temple University
Office of Telecommunications
Third Floor Bell Building (286-99)
1101 W. Montgomery Avenue, Philadelphia, PA 19122

Customer Service Order Request Form

CSO #

REQUESTING DEPARTMENT INFORMATION

Requesting Department :	Cost Center #:
Onsite Contact:	Budget Unit Head Signature:
Contact Extension: Fax:	Date Requested:

DETAILS OF USER REQUEST

FORM COMPLETION INSTRUCTIONS **

1. Please complete all requested items above. Incomplete orders will be returned to your department delaying the completion of your request. The form **MUST** be signed by the budget unit head and/or the employee who has authorization status with Telecommunications. Send the completed form via inter-office mail to the address above or fax it to x17811.
2. Plan for a 15 business day working period for your order to be completed. We make every effort to complete customer service orders as soon as possible, but given the heavy workload processed by the Office of Telecommunications, 15 days is a normal turn-around time.
3. For new service, please indicate for each telephone the type of service required (single line or multi-line), the features desired on the telephone and the location (building and room number.)
4. For the disconnection of existing service, please indicate for each telephone its type of service, extension, port number (dial #*119 for the port number) and location (building and room number.)
5. For changes to the features of an existing telephone, please indicate the extension and features you wish removed and/or added.
6. For the relocation of an existing telephone, please indicate its current extension and port number (dial #*119 for the port number), its current and requested location (both building and room number) and its type of service (single or multi-line.)
7. To order miscellaneous equipment, simply state your requirements.

** If you have any questions or problems completing this form or if any problems arise, contact the Office of Telecommunications at x15776.

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