

Information Technology

**Application for Office Telephone Services Potchefstroom**

More information regarding the description and costs are found at: [**http://www.nwu.ac.za/it/service-catalogue**](http://www.nwu.ac.za/it/service-catalogue) **Telephony & Messaging**

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| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **Information on how to complete this form**  Depending on the service required, please supply the relevant information as indicated below. | | | | | | | | | **Service** | **Log a ticket\*** | **Service Billing Approver** | **Sections to be  completed** | | | | | ***A*** | ***B*** | ***C*** | ***D*** | | Change Service Class and Pick Groups | ✓ |  | ✓ | ✓ |  |  | | Instrument and Cables Analogue💣 |  |  |  |  |  |  | | Digital💣 |  | ✓EM van Deventer |  |  |  |  | | (only available in building N1) IP💣 |  |  |  |  |  |  | | New Extension | ✓ | ✓EM van Deventer | ✓ | ✓ |  | ✓ | | New Pin Numbers | ✓ |  | ✓ |  |  |  | | Resignations & New Appointments & Personal Detail Changes | ✓ |  | ✓ | ✓ |  | ✓ | | Transfers & Swaps | ✓ | ✓EM van Deventer | ✓ |  | ✓ | ✓ | | Voicemail | ✓ |  | ✓ | ✓ |  |  | |
| \*Please **attach this “Application for Office Telephone Services” form to the IT-Help ticket** at [**http://ithelp.nwu.ac.za**](http://ithelp.nwu.ac.za)  💣**Fault reporting**: For buildings B11, B11A, C1, C6, D1, E14, K21, K22, K23, N1 **log a ticket**; for all other buildings **please call: X991102**.   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **A. Information regarding Applicant**  Registration will only be done when **all fields** are completed. | | | | | | | | | | | | Title |  | | | | | | | | Building-, Office number |  | | First Name |  | | | | | | | | Extension of Applicant |  | | Initials, Surname |  | | | | | | | |  |  | | Department |  | | | | | | | | Contact person |  | | NWU number |  |  |  |  |  |  |  |  | Extension of Contact person |  | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **B. Change Service Class and Pick Groups**  Please mark the relevant option(s). | | | | | | | International calls |  | National calls |  | Local calls |  | | Internal calls |  | Only using codes |  | Voicemail |  | | Extensions to form part of the pick group |  | | | | | |
| |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  | **C. Information Transfers & Swaps** | | | | | | | |  | | | |  | **From** | |  | **To** | | |  | Name, Surname, NWU number | | | Building | Office | Extension | Building | Office | Extension | |  |  | | |  |  |  |  |  |  | |  |  | | |  |  |  |  |  |  | |  |  | | |  |  |  |  |  |  | |  |  | | |  |  |  |  |  |  | |  |  | | |  |  |  |  |  |  | |  |  | | |  |  |  |  |  |  | |  |  | | |  |  |  |  |  |  | |  |  | | |  |  |  |  |  |  | |  |  | | |  |  |  |  |  |  | |
| |  | | --- | | **D. Cost Recovery for Office Telephones**  Registration will only be done when **all fields** are completed and Service Billing Number. | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **OUC** |  | **.** |  |  |  |  |  |  |  | **.** |  |  |  |  | **SB** |  |  |  |  |  |  |  |  |  |  | | |
| |  |  |  |  | | --- | --- | --- | --- | | Signature:  Applicant |  | Date |  | | Signature:  Dean/HOD/Manager |  | Date |  | |

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| **ONLY FOR Information Technology OFFICE USE** | | | | | |
| Pin number (official) |  | IT-Help |  | Extension |  |
| Pin number (private) |  |  |  | Date completed |  |