

ADS VoIP Line Request

Landesk Ticket# _____

This phone line form needs to be completed to disconnect a VoIP phone line or to return or replace a Cisco VoIP phone. **Billing cannot be halted until the phone has been returned to ADS.** Click check boxes and complete text boxes for section(s) needed.

<input type="checkbox"/> DISCONNECT LINE and / or <input type="checkbox"/> Return PHONE EQUIPMENT
Phone Number
Existing User Name
MAC Address (from back of phone)
Reason for Disconnect (number no longer needed; user left state service, phone# currently on 2 phones only need 1 now, etc.)
Reason for Return/Replacement (handset broken; message light not working, etc.)

ADS will let you know if you should hold the phone for pickup by an ADS staff member or return it to ADS. Disconnected phones will not be removed from billing until ADS has received the equipment. Replacement equipment will not be provided until troubleshooting has been done and ADS/NWN have approved it. Once approved for return, please attach a copy of this form to the equipment and include the Landesk ticket number and local contact that the replacement can be shipped/delivered to.