

Telecommunications

How to Request Telecommunication Service

- Telephone or Telephone Line/Cable (submit requirement form or project form)
- Long Distance Access Code (submit requirement form)
- Voicemail and Scripts (submit requirement form)
- Fax and Modem Line/Cable (submit requirement form or project form)
- Telephone Upgrade (submit requirement form)
Note: Due to budgetary constraints there will be no telephone instrument upgrades unless a business case can be presented for the upgrade or the old instrument needs to be replaced because it is broken. Business case should be email to telecomservices@dallascounty.org or fax to 214-653-6464 for evaluation/approval.
- Pagers (submit requirement form)
Note: Pager batteries are no longer provided by Communications & Central Services. Replacement batteries are the responsibility of each department.
- Headsets (submit requirement form)
Note: Requests for multiple headsets require a business case and will be evaluated for approval, business case should be email to telecomservices@dallascounty.org or fax to 214-653-6464 for evaluation/approval.
- Cell Phones (submit requirement form)
- Data Line/cable (submit requirement form or project form)
- Sim Card or Air Card (submit requirement form)
- Audio Video line/cable (submit requirement form or project form)

Dallas County Telecommunications Requirement and Project Forms are available at <http://www.dallascounty.org/department/communications¢ralservices/forms.html>

1) REQUIREMENT FORM request is for 1 to 4 IMAC's (Install, Move, Add, or Change of service). Submit the **Dallas County Telecommunications Requirement Form**. Once the form is completely filled out fax it to Communications & Central Services (214-653-6464). Forms with missing information will delay the start of service.

IMAC requests for Telecommunication Requirement Services requires the following information be completed on the form; a) detailed explanation of work request, b) sufficient reason/justification, c) department head signature, d) funding (if required), e) a diagram if a telephone line or data line is being requested.

2) PROJECT FORM request is for 5 or more IMACs (Install, Move, Add, or Change of service). Submit the **Dallas County Telecommunications Project Form**. Project requests may require coordination with Facilities Management. Facilities Management will be

responsible for coordinating and requesting IT Services & Telecommunications on renovation efforts. For example, new or replacement carpet projects that require the removal or movement of Telecommunications equipment. Projects will be handled as one request and will be scheduled as one request or in Phases. Once the form is complete fax it to Communications & Central Services at 214-653-6464. Forms with missing information will delay the start of service.

Requests for Telecommunication Project require the following to be on the form and additional information to accompany the completed project form;

- a) all fields must be completed
- b) project outline (form) - it is very important that you account for every telephone (single line, multi-line , wall phone, desktop, hands-free/speaker, caller ID, (voice), fax (voice), computer (data), AV (audio video coaxial) and network printer (data) needed.
- c) floor plan/diagram to accompany project form - annotate 'D' for data, 'V' for voice, and 'C' for coaxial (2D, 3V, 1C). Enter these where the phone, computer, etc... should be located in the office.
- d) funding required – grant or fund number posted on form
- e) department head signature, e) a diagram if telephone line or data line is requested.

3) **Incidents/repairs:** Any existing product or service that has stopped working properly. For example,

- a) Pager & cell phone malfunction report incident to Telecommunications at 214-653-7100 or telecomservices@dallascounty.org and you will be notified when the equipment is ready to pick up.
- b) Voice mail password reset, no dial tone, etc. should be reported to the Service Desk by phone at 214-653-7900 or by email at ServiceDesk@dallascounty.org. You will be notified when a ticket has been created and when the request has been completed via email.
- c) On any and all cable incidents they are to be submitted to Telecommunications on the appropriate form.

4) Questions about phone or cable connection service should be directed to Telecommunications by phone at 214-653-7100 or by email at telecomservices@dallascounty.org.