

IT- Telecommunications Moves/Adds/Changes (MAC) Guideline

Request for IT-Telecommunications moves/adds/changes (MAC) are to be submitted via a telecommunications “voice service request” form. The form can be acquired by clicking on the “voice request” link on the www.csu.edu/itd/ website or by clicking on the web link of <https://www.csu.edu/itd/networkinfrastructure/forms.htm>. The form provides the location where to fax or email the form. If you have questions on preparing the form, please call extension 2649 or 773-995-2559, option 1.

In accordance with the IT Telecommunications objective to render exceptional service in a timely manner, the following timelines have been adopted to enable all requests to be met in a consecutive and a sequential manner. The timeline may require adjustment due to circumstances outside of our control. You will be notified of a timeline adjustment at the time of submitting your order. Orders received after 12 noon are posted for handling on the next business day.

Requests for an emergency or critical telecommunications “voice service request” and a request for a new cable run to connect your computer or access the internet should be made known on a “voice service request” form. A call will be made to the requestor to discuss and determine if the date requested can be met.

2-3 phones/extensions 5 business days from receipt of order
4 plus phones/extensions 10 business days from receipt of order
Projects [relocation of department telephones and new cable pulls]: the assigned date is pending completion of survey and PO in CSU Buy

Voice service request that entails a project and/or new voice or data cable pull require Telecommunications staff or our on-site technician to perform a survey of the area before Telecom can proceed with the “voice service request”. Upon completing the survey and determining the specific cable pull requirements, an invoice will be sent to your attention requesting that funds are transferred to the Office of Telecommunications via an Accounts Receivable “internal payment voucher form” or the vendor quote will be sent directly to you to establish a PO. Once funding for the cable pull is established via a PO in CSU Buy, the vendor will be contacted so a date can be established to perform the work.

Please note, the process for new cable pulls and some projects can take 2-4 weeks, pending a timely flow of the internal process to complete a PO in CSU Buy. .

Please call [773-995-2559, option 1](tel:773-995-2559) if you have any questions. Thank you in advance for your cooperation!