

Intellipath Request Form Instructions

The following instructions are for your use. Please refer to this document when filling out an Intellipath Request Form, which is also known as an IRF.

Section One: Fill in today's date and the main billing number of the school district. Line two is for the ordering school district's name. Line three is for its' address. Line four contains the authorizing person's name and phone number.

Section Two: The first yellow highlighted area is titled, *Type of Intellipath Request*: Check off the appropriate box. You have four choices: New Install, Change to Existing Service, Move, and Disconnect.

Section Three: Line one is for the name of the destination school or building where the service will be performed. Line two is to be used for the address. Line three is for the floor and room. Only needed if you are requesting Verizon to go there to either *Install* or *Move* a physical line.

Section Four: The second yellow highlighted area is titled, *Jack Type*:

Check the appropriate box depending upon your needs. If the phone line is being installed in an office or classroom, you will either need a *Single* or *Double* line jack. If it is to be used for a fire alarm system, check the box labeled *Alarm*. If the phone is being installed in the telephone room some times called the *Telco* closet, check either *Existing* or *New Punchdown*. In most cases you will check *Existing*. The Field Technician will tell you if it is full and you need a new punchdown. If it is none of the above jack types, use the blank field to describe what your need is.

Section Five: Line one is for the destination school's contact name and phone number. Line two is for the *Requested Due Date*. Line three is a special line.

Please Make Line Identical To Line Number:

This should be used only when you want Verizon to program the new line the same as an already existing phone line in that school.

Section Six: In red is a statement based on the SWBOCES NYS CTS Contract PS63765 that requires the local carrier to be Verizon.

Section Seven: The third yellow highlighted area is titled, *Long Distance Carrier Info*: Check off the box to tell Verizon which long distance carrier you want for the newly installed phone line. You must choose one. Verizon cannot pick one for you.

Section Eight: *Please List any Additional Features, Specifications, or Other Relevant Information Below*: This is a free text area for you to describe in detail what your needs and or expectations are. Be as detailed as possible. The more detail you include the more Verizon will better be able to fulfill your request.

When complete save as an Excel file and send it as an attachment to Intellipath.lhric.org

The following sections are to be filed out by BOCES personnel only. These sections are used only to notify our customers of their order information.

Section Nine: *Verizon Order Information*: This is for Verizon's use only. It will contain your order info and occasionally, if needed, information pertaining to why your order may be delayed or not doable.

Section Ten:: *BOCES TKT #*: This is BOCES Purchase Order Number referred to by Verizon as the customer's PON. We will assign a PON to you order once we have reviewed and accepted your IRF. Put the PON in the *Subject* field of your email, as it will make it stand out from the rest. It will also make it possible for BOCES and Verizon to locate the specific IRF your writing about.

If you should have any questions, please contact us at: Intellipath@lhric.org

Thank you.
Telecomm Dept.
SW BOCES