

Hosted Collaboration Solution

Move, Add, Change, Delete Request Details

Complete this form to request changes to your existing HCS service including: Adding new phone lines, moving phone locations, changing features, or deleting phone lines. If the request involves the initial set up of a new location, Video Conferencing, or a large amount of equipment to be purchased please contact your Bell MTS Sales Executive.

Submit this form via email to the Bell MTS Business Customer Service Centre at major.srs@bellmts.ca or call the Bell MTS Business Customer Service Centre between the hours of 8am to 4pm, Monday to Friday at [204-225-4249](tel:204-225-4249) or toll free at [1-888-689-7073](tel:1-888-689-7073).

If you require technical support for:

- Individual phones please contact the Bell MTS Technical Support Centre at [611](tel:611) or toll free at [1-888-689-7073](tel:1-888-689-7073).
- Overall HCS service please contact the Bell MTS Data Technical Support Centre at [204-958-3333](tel:204-958-3333) or toll free at [1-800-262-8808](tel:1-800-262-8808).

Please allow 4 to 6 weeks for any new equipment purchases.

Requested Due Date:

Customer Information

Business Name:

Requestor Name:

Requestor Phone Number:

Onsite Contact Name:

For changes involving multiple service addresses, include site contacts

Onsite Contact Number:

for each location in Additional Comments

Complete the associated Schedule for each Request Type selected

Request Type

Add Phone(s):	Complete Schedule A
Purchase Equipment:	Complete Schedule B
Move Phone(s):	Complete Schedule C
Change Phone Features:	Complete Schedule D
Change Add-On Services:	Complete Schedule E
Disconnect Phone(s):	Complete Schedule F

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Schedule A – Add Phone(s)

Request Details

Select phone set option for new lines

Bill new lines to existing or new account?

Existing account#

All fields with an asterisk * are required

Note:

- Premium feature package includes Voicemail
- For purchased phones, if the phone model is not listed in the drop down type the correct phone model in the field

Requested Phone #	Internal Extension	Service Address*	Phone* Model	Feature* Package	Voicemail?*	User First and Last Name*	HCS UserID*

Additional Comments

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Schedule B – Purchase Equipment

Please allow 4 to 6 weeks for any new equipment purchases.

Note:

- If the equipment model is not listed in the drop down type the correct equipment model in the field

Request Details

Quantity Equipment Model

Quantity	Equipment Model

Additional Comments

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Schedule C – Move Phone(s)

When moving to a new location on the same floor, no move request is required

Request Details

Moving to a different floor in the same building?

Moving to a different building?

HCS existing at the new location?

Phone #	Existing Location	New Location

Additional Comments

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Schedule D – Change Phone Features

Complete the selections, as applicable to the required change.

All fields with an asterisk * are required

Note:

- Premium feature package includes Voicemail
- For purchased phones, if the phone model is not listed in the drop down type the correct phone model in the field

Request Details

Phone # *	Internal Extension	New Feature Package	New Phone Model	Voicemail

Additional Comments

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Schedule E – Change Add-On Features

For questions regarding any Add-On Feature details or pricing, please contact your Bell MTS Sales Executive.

Request Details

Add-On Feature	Add	Remove
Cisco Unity Connection Voicemail – Stand-Alone		
Cisco Unified Contact Center Express		
Cisco Jabber		
Cisco WebEx (Meeting Center)		
Cisco Paging (Informacast)		
Cisco Emergency Responder		
Cisco Unified Attendant Console		
Cisco Virtual Telepresence Server (VTS)		
Cisco Conductor		
Cisco Telepresence Management Suite		
Cisco Video Conferencing		
Additional Voice Channels		
Additional Directory Number		

Additional Comments

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Schedule F – Disconnect Phone(s)

Request Details

Phone #

Reason for Disconnect

Additional Comments