

## Employees: Telephone Service Requests

Contact the Telecom office via email: [telecomsupport@cuesta.edu](mailto:telecomsupport@cuesta.edu)

- Include your name and whether or not you share this extension
- Your extension number (and 9xxx/7xxx if you share the extension)
- The room number that the extension is in
- Type of phone you have (single line has no programmable buttons) or (8/16/32 buttons)
- Include a description of the problem (e.g., static on the line; sticky key pads; voicemail indicator light always off/on; no dial tone; reception cuts in and out; etc.

## Division/Departments: Telephone Repairs, Adds, Moves & Changes

Contact the Telecom office via email: [telecomsupport@cuesta.edu](mailto:telecomsupport@cuesta.edu)

- The extension number and/or 9xxx/7xxx voicemail box number
- Type of phone you have (single line has no programmable buttons) or (8/16/32 buttons)
- Include a detailed description of the requested service and due by date.
- For e-directory changes, list telephone number (new and old)

*Adds, Moves or Changes may include but are not limited to:*

- Moving a telephone and/or extension to a new location
- Moving a jack placement
- Adding and/or deleting a phone and/or extension
- Adding or changing an extension to your pick-up group
- Changing an extension number
- Changing phone types upgrading or downgrading
- Call processor (phone tree) programming and recording for your division or department
- E-directory changes as staff and faculty enter and leave employment