

Duke Office of Information Technology

Sign Up or Cancel Service

Information on ordering, canceling, and changing phone and paging services is located below. When an employee leaves your department, read through [this information](#).

- ? [Wireless phone and data devices](#)
 - ? [Local phone service](#)
 - ? [Pagers](#)
 - ? [Automatic Call Distribution \(ACD\)](#)
-

Wireless phone and data devices

- ? [Sign up for new service](#)
- ? [Change existing service online](#)
- ? [Upgrade or replace phone/device online](#)
- ? [Order accessories for your phone/device online](#)
- ? [Cancel service online](#)

[Where do I pick up my wireless phone?](#)

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Local phone service

Review the list of things to consider before placing your order. Include your answers to the questions in your request.

To add, change or move telephone service, send an e-mail to televideo@duke.edu. Please include the following information in order for OIT to process your request. If you have questions contact the OIT Telecom Help Desk 919-684-2200 option 3.

- ? A valid departmental cost center.
- ? Contact name, telephone number and departmental name.
- ? A detailed description and time frame of what services you are requesting. Include the building name (i.e. Tel-Com bldg.) or number (7746), floor and room number(s) where the work is to be done. Include all existing telephone numbers and any additional voice services you wish to move, add or change.
- ? If there is a particular communication outlet that you wish service to be activated on, please indicate this on your request. If this is new space or newly renovated space, you must determine if there is an existing available communications outlet for OIT to establish service on. If no outlet exists, note this on the request and OIT will submit a cabling

request. OIT will coordinate this work with either FMD or E&O. Lead time is approximately (10-12) business days to establish a new outlet.

- ? A one-time expedite fee of \$ 200 will be applied to all telephone work orders requiring completion within five business days from receipt of your request. OIT makes every effort to complete telephone orders (basic moves, adds and changes) within five business days. In order to avoid this fee, please submit your work request to OIT more than five business days prior your requested completion date.

When your request has been received, an OIT representative will contact you regarding your order and may ask additional question to clarify your request.

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Pagers

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- ? [Change paging service](#)
- ? [Cancel paging service](#)
- ? [Order a replacement pager](#)
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Automatic Call Distribution (ACD)

If you are currently using a centralized, digital telephone system, you can use ACD in your area. To obtain more information, including recommendations and pricing, contact OIT at 684-2200.

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Duke Office of Information Technology - www.oit.duke.edu - (919) 684-2200 - help@oit.duke.edu