**Verizon VoIP MAC (Moves, Adds, Changes) Help Desk Request**

**DID YOU KNOW? You may qualify to enter your U.S. VoIP location ADD or U.S concurrent call CHANGE request using our new** [**automated ordering platform**](https://scache.vzw.com/dam/businessportal/content/assets/files/VEC_IP_Online_OrderingFS16594.a.pdf) **through** [**Verizon Enterprise Center**](https://sso.verizonenterprise.com/)**.  Please contact your account representative to determine if you qualify to place these VoIP orders through the Verizon Enterprise Center.**

Verizon Enterprise Center is a powerful management tool that allows you to create orders, check order status, get notified when your invoice is ready, create and status a repair ticket, and much more!  To register today, access [Verizon Enterprise Center](https://sso.verizonenterprise.com/) and click Sign In/Register.  Click [here](http://customertraining.verizon.com/) to access training on the Verizon Enterprise Center.

**Form Instructions:**

* Customer to complete the following sections:
  + **Type of Request, Notes & Details, and Order Details**
  + Note: Details highlighted in **red** are mandatory for new install requests
* Use **Note and Details** section for additional comments, special instructions etc.
* Copy Verizon Account/Sales team email address when sending request to MAC Help Desk
* Send populated form to [macrequest@verizon.com](mailto:macrequest@verizon.com)

|  |
| --- |
| Type of Request (To be provided by customer) |
| Increase Concurrent Call  Others  Decrease Concurrent Call  Migration  Add Native DIDs  Porting  Address Change  New Site |
| Notes and Details |
|  |

|  |  |
| --- | --- |
| Order Details (To be provided by customer) | |
| Customer Name |  |
| Location Name |  |
| Site Address |  |
| Customer Contact Details |  |
| If Porting, list of telephone numbers to port |  |
| Billing Telephone Number |  |
| Location ID / Active Existing Telephone Number |  |
| (For Move Add Change orders Only) |
| Verizon Sales Contact Details (Name and Email) |  |
| **Quantity of new/native DIDs/Telephone #s** |  |
| **Quantity of new concurrent calls** |  |

**========================================================================**

|  |  |
| --- | --- |
| Verizon Information (To be filled by Verizon Representative) | |
| NASP ID |  |
| Enterprise ID |  |
| **Design ID** |  |
| **Opportunity ID (VRD)** |  |
| **Billing Account Number (VRD)** |  |
| **Circuit ID/VPN Name (if applicable)** |  |