**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 sections below
  + Note: Details highlighted in **red** are mandatory for new install requests
* Copy Verizon Account/Sales team email address when sending request to MAC Help Desk
* **Send completed form to** [**macrequest@verizon.com**](mailto:macrequest@verizon.com)

**Notes**

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| **Please complete one form per VoIP location using the form below.**  Alternatively, for **multiple locations** you can use  this spreadsheet**.** | Should this request be in line with **Verizon** **VoIP Microsoft Operator Connect**, please **also** complete this questionnaire. |

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| Type of Request (To be provided by customer) |
|  |
| Notes and Details ( for additional comments, special instructions etc.) |
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| --- | --- |
| 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) |
| Customer Legal Entity (CLE)  *Name & Address* |  |
| Verizon Sales Contact Details (Name and Email) |  |
| Inbound CNAM (Billable) ***- US only*** - Yes or No |  |
| Outbound Caller ID Configuration - Please choose:  1. Enable Subscriber level - *Can be set at TN level*  2. Local Level Override - *Can be set at location level*  3. Suppress Caller ID - *Can set suppression at TN or Location* |  |
| Caller ID Name (CNAM) ***- US only***  *15 characters max including spaces and special characters* |  |
| **Quantity of new/native DIDs/Telephone #s** |  |
| **Quantity of new concurrent calls** | **YES / NO** |
| **Is this order linked to**  **Microsoft Operator Connect**  *(US/Canada/Mexico only)* | **YES / NO** |

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| Verizon Information (To be filled by Verizon Representative) | |
| NASP ID |  |
| Enterprise ID |  |
| **Design ID**  *(Not required for Add Location Type 1 design change request)* |  |
| **Enterprise Trunk Name**  *(only in case of a change request for*  *Add location – Type 1 design)* |  |
| **Opportunity ID (VRD)** |  |
| **Billing Account Number (VRD)** |  |
| **Quote Currency (VRD)**  *(This currency must match the BAN currency)* |  |
| **Circuit ID/VPN Name** *(if applicable)* |  |