

WiTel HANDSET FORM

Please complete the following in full and send this form with the handset and Product Authorization Key, i.e., handset license, to UBC IT at the following address:

UBC Information Technology
Room 420, Leonard S. Klinck Building
6356 Agricultural Road
Zone 2

If this is replacing a UBC IT WiFi handset, please return the handset and accessories at time of pick up. UBC IT will make a best effort to return telephones to customers in the same condition that they arrived in. This can be accommodated if telephones are brought in secure, closable boxes. Original packaging is preferred. Telephones brought to UBC IT in loose packaging, or without packaging, cannot be guaranteed to be returned in the same condition they were dropped off in.

SUBSCRIBER NAME	_____	WORK REQUEST #	_____
DEPARTMENT	_____	MAGIC TICKET #	_____
EMAIL ADDRESS	_____	SUBSCRIBER PHONE #	_____

HANDSET INFORMATION (Required to configure handset)

MAC ADDRESS _____
(12-digit hexadecimal found on the back of the handset. Cisco handsets begin with 0021A0)

PRODUCT AUTHORIZATION KEY _____
(Found with original packaging - present original at time of drop off)

OR

- Purchase Product Authorization Key from UBC IT
(approximately \$132 including taxes)
- Reprovisioning (provide MAGIC Trouble Ticket # above)

By signing below, I am confirming that I have read, understood, and accept both the *Acceptable Use Policy* and the *UBC WiTel 911 Terms of Service*.

Subscriber Signature*: _____ Date: _____

* The Subscriber to the service, i.e., the person using the phone, must sign this form (and not the DVA).

OFFICE USE ONLY

Date Received	Received By	Pickup Date	Printed Name of Pickup	Signature of Pickup

Notes on 911 Terms of Service

The information below is provided as a reminder only. Please refer to the *911 Terms of Service* for complete details.

- Due to the mobile nature of the WiTel service, the physical location associated with the WiTel handset that is forwarded to 911 may not reflect the actual location of the 911 caller. The location reported will be the service location recorded in the UBC IT *Pinnacle Portal*.
- In most instances, if you call 911 through the WiTel Service, you will have to provide phone number and address information verbally.
- Outages or disruptions of the data network service will disrupt the WiTel Service 911 capabilities; these may include for example: power failure or disruption or network electronics failure or disruption, suspension or termination.
- At all times, standard phone services or mobile phones should be used for 911 Service instead of the WiTel Service wherever possible.