

1. Minor Voice and Data Connection Requests

1.1 Telephone Line and SIGNET Connection Moves, Additions and Changes

Service: All telephone line and SIGNET connections, moves, additions and changes (phone, fax, modem, computer and printer connections) within the NCR involving no cabling changes*.

# of Outlets	Advance Notice
1 to 5	5 working days
6 to 10	7 working days

* Changes not involving cable installation can be completed within 2 to 5 days.

How to request: Submit SXTV service request form 1 which can be found at: <http://sxtvweb/hqtel-e.htm> and displayed under service request form.

Authorization: Deputy Director

General points:

- Cost recovery may apply. (See "Note 1" following section 6.)
- All changes subject to SXD Bureau policy on number portability. (See "Note 2" following section 6.)

