Retail Public Access Line (PAL) Order Request

Completed forms can be sent with a spreadsheet of multiple numbers if all the services ordered are the same. One order form per type of request is required (for instance, do not send one request in with a PIC change on one number and a block change on another number; 2 order forms are needed). Completed forms are either emailed or faxed.

Email PAL@qwest.com

Fax to: 800-285-8188

Letter of Agency
My signature on this form authorizes Qwest to issue the service order per my instructions on this form. (Electronic signature is acceptable).

Signature		Date	

Order Information

Order Type
☐ New ☐ Disconnect ☐ Remove Additional line ☐ PIC/LPIC Change ☐ Feature Change ☐ Records

☐ Add Line ☐ Add line to Summary Bill ☐ Cancellation of pending order ☐ Change to pending order

☐ Other (Description)

Note: Effective Billing dates begin the date of the order completion.

Application Date	Desired Due Date	PON (Your tracking number):	SUPP (no. of change to existing order)
Existing Account TN (if applicable)_____ Do you want the billing associated with this line?		Summary Billing Number (if applicable)	
Payphone Service Provider Company Name :			

Other payphone telephone number working at site:		Site Access Hours

Initiator name:	Initiator TN	E-mail **(Print Clearly)**	Return Fax #

Listing Information

Business Site Provider Name (listing information for each line):	Site Provider Location of Phone(s) for 911 (LOC)
Service Connection Address, City, State (LA or SA)	

Directory Information – there is a charge for non-pub and non listed PAL service in Oregon, Iowa, and North Dakota – check tariff for rates.	Non-Published ☐	Non-Listed ☐	Listed ☐ Indicate how listing is to appear in the directory:

Billing Information For Pay Phone Provider

Bill Name BN1 (exactly as submitted to Clearing House for Dial Around Compensation):	Second Bill Name (if applicable) BN2

Bill Address BA1	2nd Bill Address BA2

Billing City	Billing State	Billing Zip

Credit Information

Business Tel no.:		
Owner/Officer Name:	TN	Ext
Ownership of Business Individual Ownership ☐	Partnership ☐	Corp ☐	State of Incorporation ☐
Business Name	Legal Corporate Name
Telephone Number of service in this state	

TAX Exemption Status

Is this account(s) to be exempt from taxes and/or regulatory charges? ☐ Yes ☐ No

Select Long Distance Carrier

Long Distance: **If Qwest service is requested, choose either:** **Qwest Choice Basic PIC 0236 & LPIC 0236,** **Qwest Choice Plus PIC &LPIC are 0236** **If not Qwest:** **Fill in LPIC & PIC of the carrier of choice.** **If no long distance carrier is required – put "NONE" in boxes.**	Long distance carrier (PIC): If Qwest – Which service:	Local Long Distance Carrier (LPIC) If Qwest – Which service:

Select Features

Screening & blocking Options	**Qwest Use Only**
☐ Long Distance Blocking	RTY (KX9 in IA,ND,SD,NE) & LCC XXx
☐ International Blocking	RBVXC & LCC XXx
☐ Carrier Blocking –prevents 101xxxx and 1010xxx calling	RTVXY & LCC XXx; (& add PROX in Central; Eastern adds PROX via RCMAC –no order entry)
☐ Operator Screening Incoming	CAS 88 if coinless then 99)
☐ Operator Screening Outgoing	CAS 88 if coinless then 99)
☐ Pay per Call Blocking **Note: pay per use block (900, 976, 960) is on all Pal lines and does not need to be ordered**	RTVXN or RTVX9

☐ DA complete a call block	BLKD (don't use when LCC XXx that blocks 1+ and 411 is used)
☐ Block 0+7 digit dialing (allows 0+10 Digit dialing) allowed only with pay per use blocks. Available in IA, MN, NE, ND, SD only. **Cannot have any other long distance blocking: International, 1+, or 101XXX blocking)**	Use LCC 7XX or 7XY (outgoing)
☐ Answer Supervision Line Side	AS8LX (follow order examples)
☐ Inmate Flex ANI Signaling (all PAL defaults to non-inmate unless this is selected)	Use LCC of 29* (or 2XX; 2XY/outgoing (for Eastern where 0+7 blocking is also requested)
☐ Incoming Call Fraud Protection (no Charge)	PSES1(existing may show differently) TBE A
☐ Outgoing Call Fraud Protection (no Charge)	PSES0 (existing may show differently) CAS 88
☐ Incoming and Outgoing Call Fraud Protection (.11 per line per month)	PSESP (existing may show differently) TBE A + CAS 88

Premise Work

Site Provider Access Contact Person Name and Can Be Reached Tel no: Tag at DMARC needed?	Drop needs to be connected (or disconnected) to Booth ?

Type of PAL Service **Refer to PCAT Ordering Table** **(Add more lines if needed)**		
# of Lines	**Class of Service USOC**	**State**

Last Updated: 11/3/09