

## Customer Service Information Request (CSIR)

Administrative Section

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(\* = Required Field)

V5

To: AT&T Local Business Services

Date & Time Request Sent: \_\_\_\_\_

Transaction Number: \_\_\_\_\_

Type of Service  Business (OCN 7125 or 7421)  Consumer VoIP / CallVantage (OCN 7125)

Requesting Company Contact

Requesting Company Name: \_\_\_\_\_

Initiator Name/Contact Tel # \_\_\_\_\_

Address: \_\_\_\_\_

Fax #: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Means of Response to Requesting Company

Preferred Means of Response w/Contact Info: \_\_\_\_\_

Alternate Means of Response w/Contact Info: \_\_\_\_\_

\* Default Response (FAX) \_\_\_\_\_

\* ATTENTION: \_\_\_\_\_

*\* Default Response is Required To Be Acceptable*

End User Authorization Obtained? \* Yes

**Customer Location (End User)**

Name: \_\_\_\_\_

Service Address \_\_\_\_\_

City, State \_\_\_\_\_

Number Section

BTN \_\_\_\_\_

Response Reasons and Codes (AT&T's response to requesting party)

Response ID \_\_\_\_\_

<u>Response Descriptions</u>	RESPC
Account Tel. No. and/or Customer Location Not Found	001
Customer Supplied Account Information For Requested Account Does Not Match Active Account	018
Account Exceeds Maximum Page or Fax Limit	052
Required Requesting Company Contact Information Incomplete or LOA box not checked	501

Remarks \_\_\_\_\_

To deliver CSIR to AT&T: e-mail to [RM-dallascsr03@ems.att.com](mailto:RM-dallascsr03@ems.att.com), fax to 281-664-5360, for status call (404) 728-6144