



SIP Services Questionnaire

This questionnaire is intended to provide general configuration information for SIP services. Your RTC will be happy to assist you with completing the form.

Date: _____

Organization Name: _____

Site Address: _____

Phone: _____

Email: _____

Order Type: New Existing

Telephone Number _____ New Porting

Digits to send to phone system : _____

Caller ID Name: _____

PSTN INTEGRATION TYPE - NATIVE SIP DATA, TDM POTS, TDM PRI

TDM POTS Ground Start Loop Start

TDM PRI Linecode Signaling

SIP Data

Number of TDM Trunks: _____

Number of Current Stations: _____

Model of Existing Phone system: _____

Requested Due Date: _____

TECHNICAL SUPPORT

Regional Technology Centers

Regional Technology Centers (RTC) are strategically placed around the state to provide technical support and consultation services. The contact for your RTC office is listed below.

Regional Technology Center: _____

RTC Technician: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Communications Management Center (CMC)

The CMC is our 24/7 help desk. Staff monitor the network backbone, customer connections and respond to alarms and service calls.

The CMC is your first point of contact to report a network outage or service problem after hours.

217-524-3648 or 312-814-36484
Option 2

DoIT.ICN.CMC@illinois.gov