

Customer Contacts: Update



Please type or print clearly. For security purposes, this form must be signed (see bottom).

BASIC INFORMATION

Site ID How many OneNet Site IDs do you have?
 One. Multiple, but contacts below apply to all sites.
 Multiple, with some site-exclusive contacts not listed below.
Site IDs are listed on your invoice. Please attach your additional Site IDs and note any variances in contact info. You do not have to complete separate forms for each site.

Name of Organization/Agency/Institution/School/Company

Mailing Address/City/State/Zip _____

Phone (Main/Front Desk/Central Switchboard) (_____) _____ After-Hours Phone (_____) _____

TECHNICAL

*The **Technical Contact** has authority to request technical changes to OneNet services such as web and email hosting. He/she may be a contracted or off-site technician.*

Name _____ Title _____
 Daytime Phone (_____) _____ Fax (_____) _____ Email _____

ON-SITE TECH

*The **On-Site Tech Contact** is available full-time at the circuit site and coordinates with OneNet for basic connectivity needs and troubleshooting. Extensive technical knowledge is helpful but not required. This contact also has authority to request technical changes to OneNet services.*

Name _____ Title _____
 Daytime Phone (_____) _____ Fax (_____) _____ Email _____

BILLING

*The **Billing Contact** has authority to modify your billing address and frequency and is OneNet's contact for resolving billing discrepancies.*

Name _____ Title _____
 Daytime Phone (_____) _____ Fax (_____) _____ Email _____

E-RATE

***K-12 SCHOOLS & LIBRARIES ONLY:** The **E-Rate Contact** is responsible for resolving questions related to E-Rate applications and funding awards.*

Name _____ Title _____
 Daytime Phone (_____) _____ Fax (_____) _____ Email _____

WEBSITE

*The **Website Contact** has authority to modify and update your website and web services, including modification of website-related domain names.*

Name _____ Title _____
 Daytime Phone (_____) _____ Fax (_____) _____ Email _____

EMAIL

*The **Email Contact** has authority to modify and update your email services, including modification of email-related domain names.*

Name _____ Title _____
 Daytime Phone (_____) _____ Fax (_____) _____ Email _____

ABUSE

*The **Abuse Contact** is your liaison in the event of abuse of OneNet circuits (e.g. illegal file sharing, spamming). IP addresses assigned by OneNet will list this person as primary contact.*

Name _____ Title _____
 Daytime Phone (_____) _____ Fax (_____) _____ Email _____

ADMINISTRATIVE

X _____
 Signature of Authorized Administrative Representative Date _____
*The **Administrative Contact** has authority to request modifications to your OneNet circuit or services. He/She is the primary contact for contract administration and is the only person who may modify a contract.*

Print Name _____ Title _____
 Daytime Phone (_____) _____ Fax (_____) _____ Email _____