

The following services can be ordered from NUIT User Services: Telephone service, voice mail service, long distance authorization codes, calling cards, data circuits, various accessories for voice or data service (extra Ethernet cables, handset cords, mounting cords), cable TV, NUTV, iPassConnect service, and firewall service.

Placing an Order	
Subscriber and Location Requirements	<p>You will need the following information in to place your order:</p> <ul style="list-style-type: none"> • Subscriber's name and NetID • Location for voice or data service, including building name/address, floor, room number and jack number. Data requests must include subnet; wire pull requests must include placement details (e.g., west wall) • CUFS account to be used for one-time and monthly recurring charges (these may be different) • Detailed information about the type of service requested, including features desired
CUFS Information and Requirements	<p>Please be aware that in order for your order to be processed, the CUFS account you specify must meet the following criteria:</p> <ul style="list-style-type: none"> • The account itself must exist • Object codes 6910, 6915, 6950 and 6955 must exist and be open • Object codes 6910, 6915, 6950 and 6955 must have sufficient funds in them <p>If there is a problem with the CUFS account you submit, the system will not allow you to submit your order.</p>
Placing Your Order	<p>To order services, you must use the CONDUITS Online Order Form available at https://conduits.it.northwestern.edu.</p> <p>If you have questions pertaining to placing your order, contact User Services at it-services@northwestern.edu, or call 847-467-5560.</p> <p>Please note that once your order has been processed changes cannot be made to it.</p>
When the Technician is On Site	<p>If your request requires on site labor by our technicians, any furniture, objects or devices currently within three feet of the jack must be removed. It is your responsibility to move this equipment before NUIT technicians arrive on site. NUIT and its representatives bear no liability for possible damage resulting from failure to remove equipment or objects from the required work area and will not move any items on your behalf. Your cooperation with this policy is appreciated. Please note that any and all additional requests made of the technician while they are on site will be accommodated if possible, but rush rates will apply.</p>

Other Phone Related Services	
For Physical Problems with Your Telephone, Phone Line, or with a Data Jack	<p>Contact NUIT Repair Center E-mail: repair@northwestern.edu Phone: 611 from a campus phone or 847-467-1611 from off campus</p>
For Billing Questions	<p>Contact NUIT Billing E-mail: it-billing@northwestern.edu Phone: 847-467-1000</p>