



**Family Housing DSL Service Request
for second floor installs only**
(Available in Northwood IV and V apartments only)

ITCommunications Services
Effective 12/1/04

Return this form to:

Family Housing Data Analyst Fax # 936-7787
IT Communications Services
Arbor Lakes, Building 2, Suite 1400
Ann Arbor, MI 48105-2789

Account Information

Family Housing resident's Last Name, First Name _____

UM ID Name _____

UM Uniqname _____

Family Housing Street Address & Apt. Number _____

Family Housing Residence Phone No. _____ / _____ / _____

Contact Phone No.* _____ / _____ / _____

* For example, work phone or cell phone number where you can be reached directly to schedule installation appointment.

Please review your options:

1. The DSL modem is installed in one standard location on the main floor for all townhouses. If your existing LRE or 1-Meg modem is installed in either the basement or an upstairs bedroom, you may consider the following options:
 - o Moving your computer to the main floor.
 - o Using a 50-foot Ethernet cord provided by the Housing Information Technology Office (HITO) and available at the Family Housing Community Center.
 - o You may opt to pay for DSL installation on the second floor. Family Housing and ITCom are pleased to make this option available at a cost of the installation charge based on time and materials. The modem installation cost is approximately \$110 to \$220 depending on the difficulty of the installation. If you select this option, please contact the FH Community Center to fill out a FH-DSL Activation Form and indicate that you want a second floor outlet installed. Please note that only one location can be activated.

2. Once you submit the FH-DSL Internet Activation form, please allow 5-7 business days for the installation and activation process; there is additional processing that needs to occur when deactivating the LRE and activating the FH-DSL service. Allow 14 business days if you have selected the second floor installation option. Once your modem is activated, you may contact 4-HELP (764-4357) for assistance if you are unable to register.

3. There is \$50 minimum charge for any modem repair involving alteration of the original DSL modem installation. Cost for time and materials will also be charged, if necessary to complete the repair.

Applicant Signature _____ Date _____

