



Customer Service Record (CSR) Request Form

CSR Requestor is not required to use this form. This is CSR request is only for VOICE SERVICE products only. The provider can use their own request form containing the same required information listed below.

How to use this form: Select 'File', 'Save As', and enter data to this form and send via email or fax. Response time is 2 business days for most requests, complex or large requests up to 5 business days. Requests received after 1:00pm MST/MDT are considered as next day transactions. *Move cursor over each input cell to view help text.*

Administrative Section

Date and Time Request Sent: _____

Transaction Number: _____

Request Initiator Contact Information

Initiator Company Name: _____

Initiator Name: _____

Initiator Telephone: _____

Initiator Mailing Address: _____

City, State and ZIP: _____

CERTIFICATION: The Requesting Company HEREBY represents that the Company has in its possession a Letter of Authorization (LOA) from the END USER providing the Requesting Company permission to request this data.

End User Customer Information

End User Company Name: _____

Service Location Address: _____

City, State and ZIP: _____

BTN: _____

Account Number (if known): _____

Indicate CSR Format Preference for Request Initiator

Click below to indicate the preferred CSR response: Email or Fax.

CSR Response Type: **Click to Select One:** Email (Attachment) Fax

Initiator Email Address: _____

Initiator Fax #: _____

This form must be emailed to: csr-request@twtelecom.com

Please format the email 'Subject Line' as "CSR Request for BTN xxx-xxx-xxxx"

Remarks:

Response Reasons and Codes - From tw telecom Service Representative

- 001 - Account Telephone Number and/or Customer Location Not Found
- 018 - Customer Supplied Account Information for Requested Account Does Not Match Active Information
- 501 - Required Requesting Company Contact Information Incomplete or Incorrect