2degrees Defined Move, Adds, & Changes List v1.2

The following MACs require no contract variation and all changes are made remotely.

Network Simple MAC Definitions

- Removing or Adding DHCP settings
- Removing or Adding DHCP server
- Changing DHCP Server Pool
- Changing LAN IP address (where subnet stays the same)
- Changing LAN IP address (with a change of subnet excluding static routing being used on WAN)
- Adding Static routes (excluding static routing on WAN if next-hop address of static route on customer LAN)
- Change to next-hop address for an existing default route/gateway that points to the LAN
- Customer Read Only SNMP access added or removed
- Changes to customer entries in route filters (CPE)
- Change of speed or Duplex for the LAN interface (normally done during a cut-over)
- Change to Router Name
- Removing or Adding Frame Route (WAN how to get to Network)
- Removing or Adding Layer 2 VLAN
- Removing or Adding Layer 2 VLAN to existing Trunk
- Removing or Adding new Layer 2 VLAN Trunk
- Removing or Adding new Layer 3 VLAN Termination
- Changing Dynamic Routing Protocol accept / deny policy (LAN)
- Cacti initial setup
- Removing or Adding sites into Cacti
- Moving existing configuration from one port to another
- Change to existing SSID
- Removing or Adding a SSID on existing VLAN
- Change to Authentication method - WPA/WPA2/Radius for Wi-Fi
- Change in modulation (802.1 a/b/n/g/ac) for Wi-Fi
- Change of Pre-Shared key for Wi-Fi

Cloud Security Simple MAC Definitions

- Add/change/remove one Cloud Security firewall rule
- Add or remove a Web Filtering Policy e.g. blacklist, whitelist adjustment
- Add/Delete/Change users to be able to access the Cloud Security Portal

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Voice Simple MAC Definitions

User/Extension Changes

- Create new SIP user (1 user per MAC)
- Create new Standard user (1 user per MAC)
- Create hot-desk user (1 user per MAC)
- Rename User (up to 5 users per MAC)
- Call Pickup Group Changes (up to 5 users per MAC)
- Button & DSS Key adds/changes (Up to 5 users per MAC)
- Set user outbound Caller ID (up to 5 users per MAC)
- Dialling Privilege/Class of service change (Toll Barring)
- Reset user PIN

Voicemail Changes

- Reset Voice Mailbox PIN
- Change Voice Mailbox Type (VM only, Announce etc)
- Add/Change Voice Mail to email (Emailed as an attachment)
- IVR/Auto Attendant Add/Changes
- General voicemail box (Night Service Message/Holiday Message)

Other Changes

- Night Service (Setting it up)
- DDI Call Rerouting (Mitel Platform only)
- Mitel Licensing changes
- Import Company speed dial list
- Add system speed dials (up to 5 changes per MAC)
- Check rates & CDR records (Adaptive)
- Music On-hold
- Change/reset UCA/MiCollab username and password (not for AD integration)
- Soft-phone client changes
- Block incoming numbers (nuisance call blocking – up to 5 numbers)

Logging a MAC

Contact	Contact details
Complete and send applicable form from the page shown	https://www.2degreesmobile.co.nz/enterprise/move-add-and-changes-mac-forms/
24/7 Business Services Desk free-phone support line and / or support e-mail.	Phone: 0508 762 763 Email: support@2degreesenterprise.co.nz