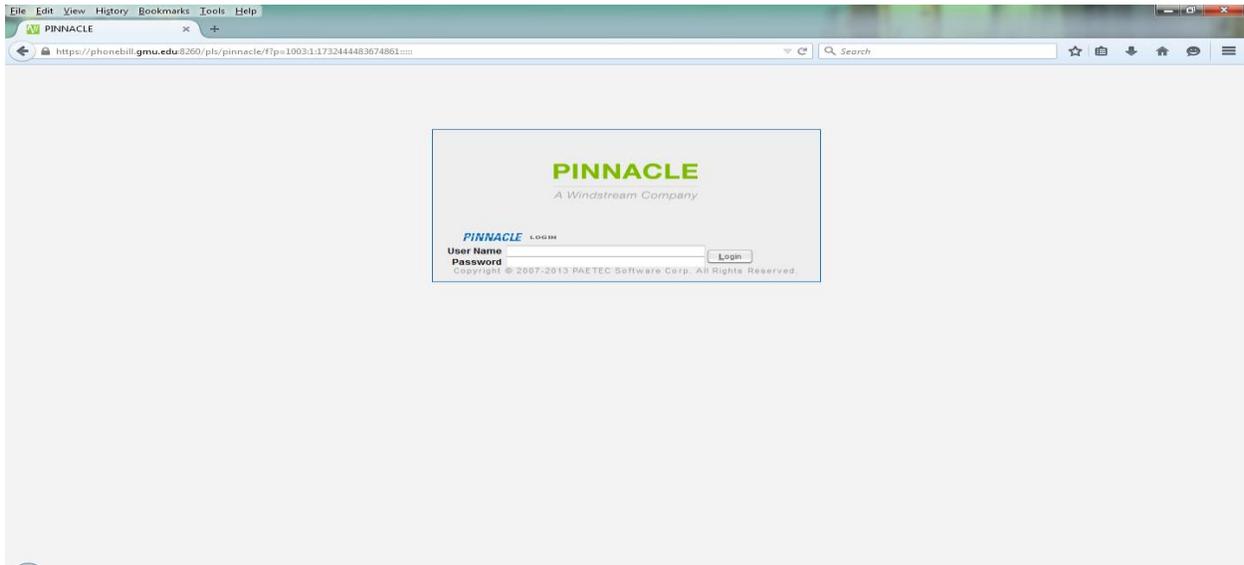
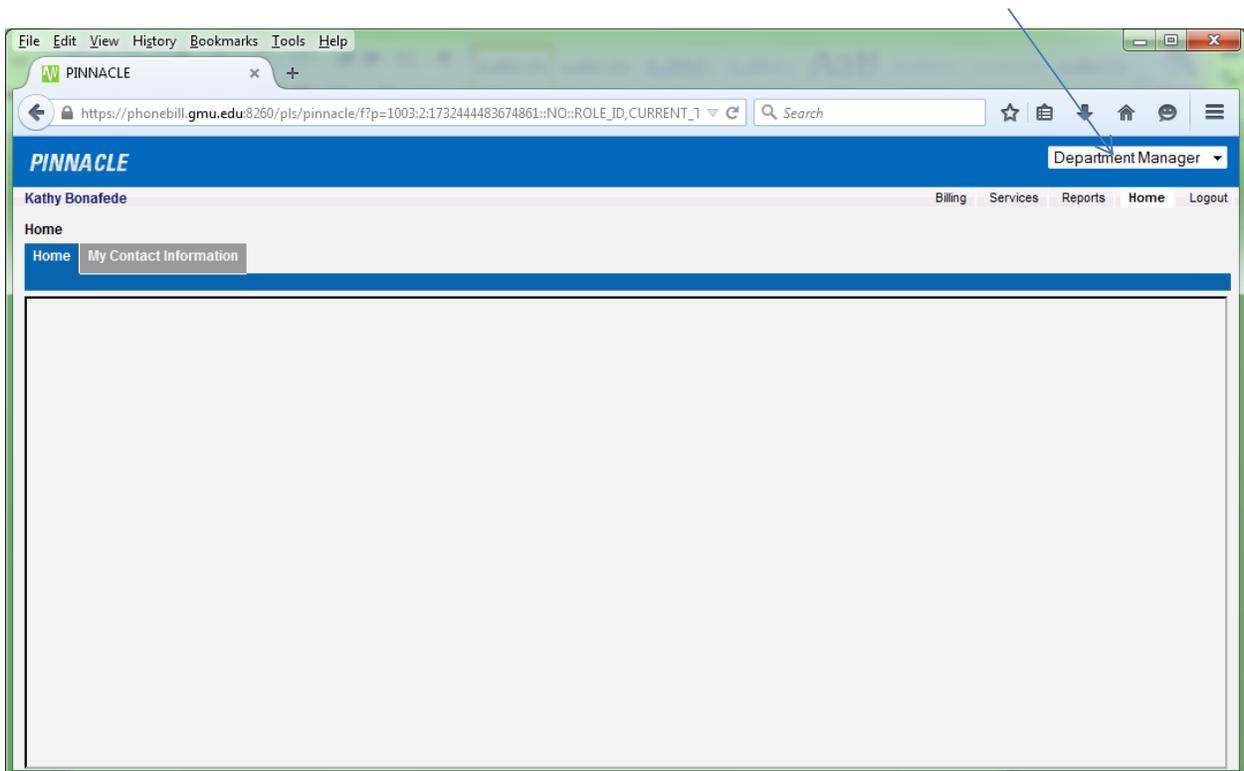


Create **disconnect** service request:
Log in to Pinnacle with your Net ID and Mesa password
Click login

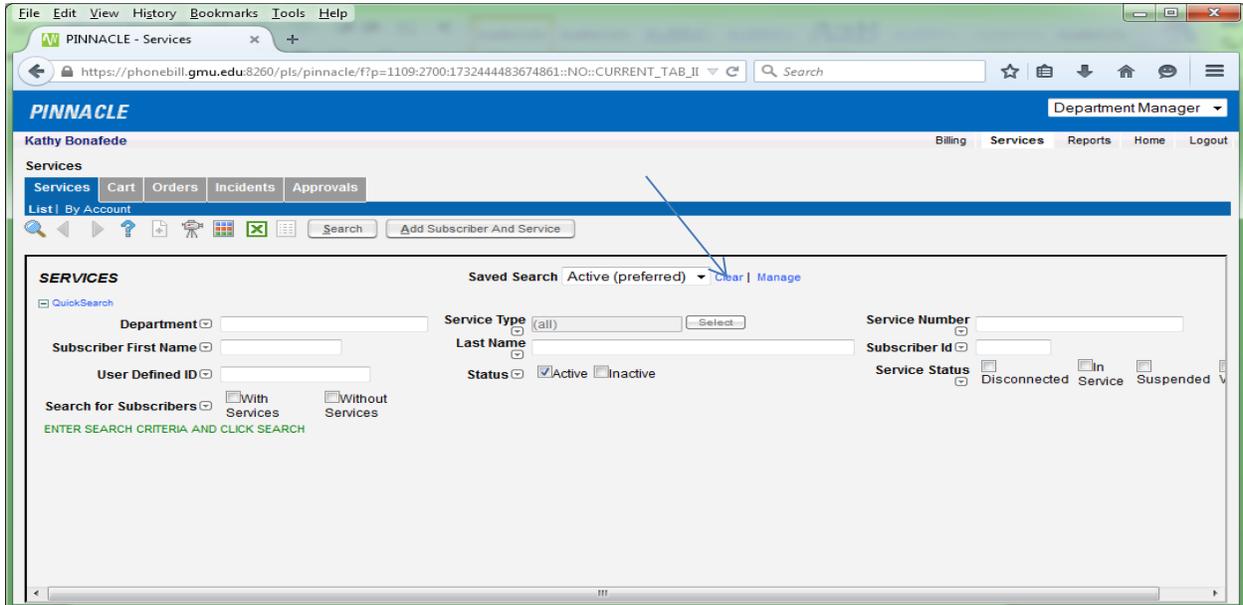


You will be presented with a “HOME” page
Your role in Pinnacle is “Department Manager”



Click on “Services”

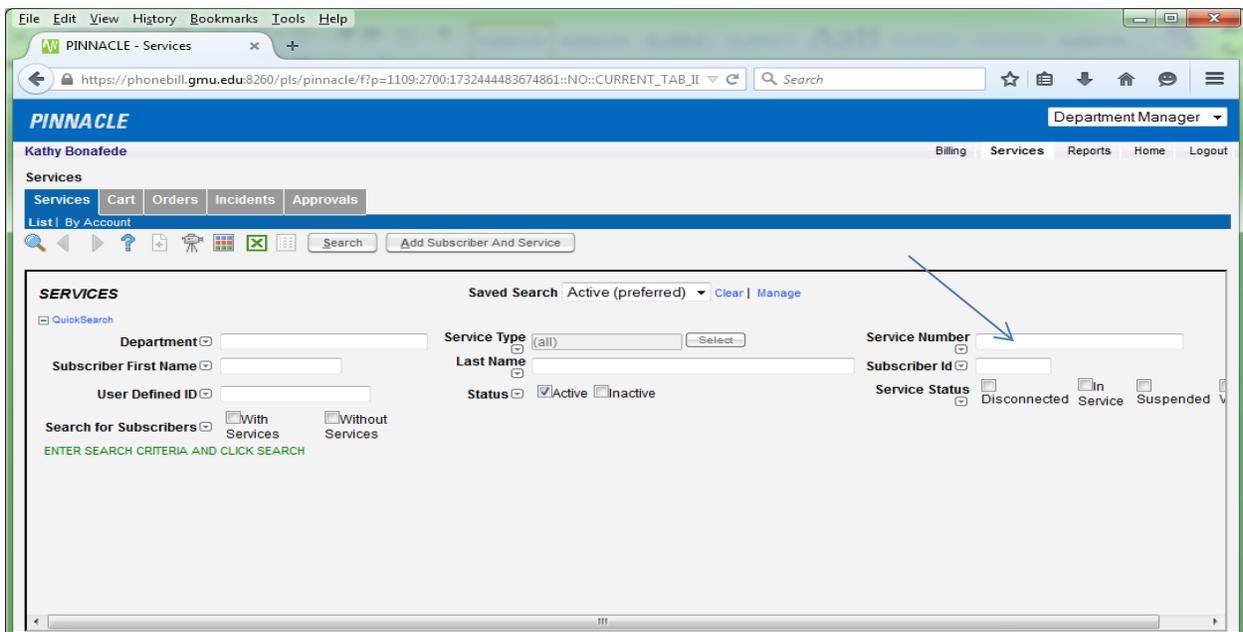
Make sure to use the “clear” button to remove any previous queries



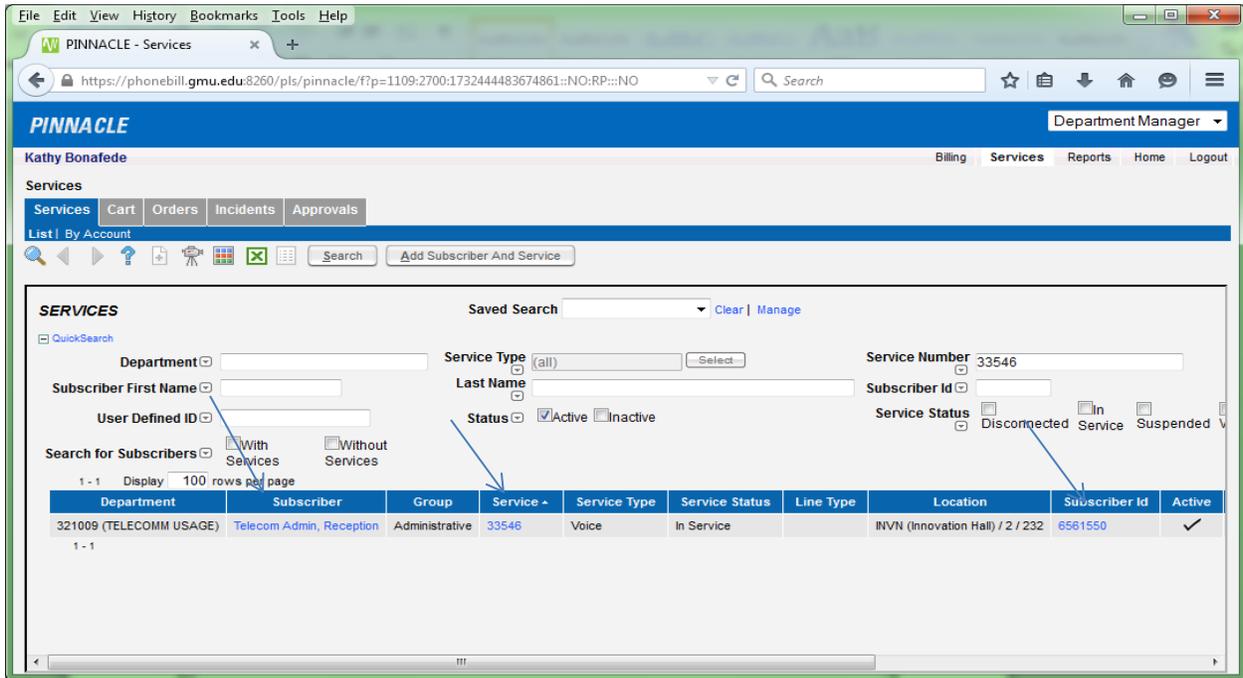
On this same screen, in the “Service Number” area, type in the 5 digit extension (or 10 digits, if a business line or cell number)

Click on “search”

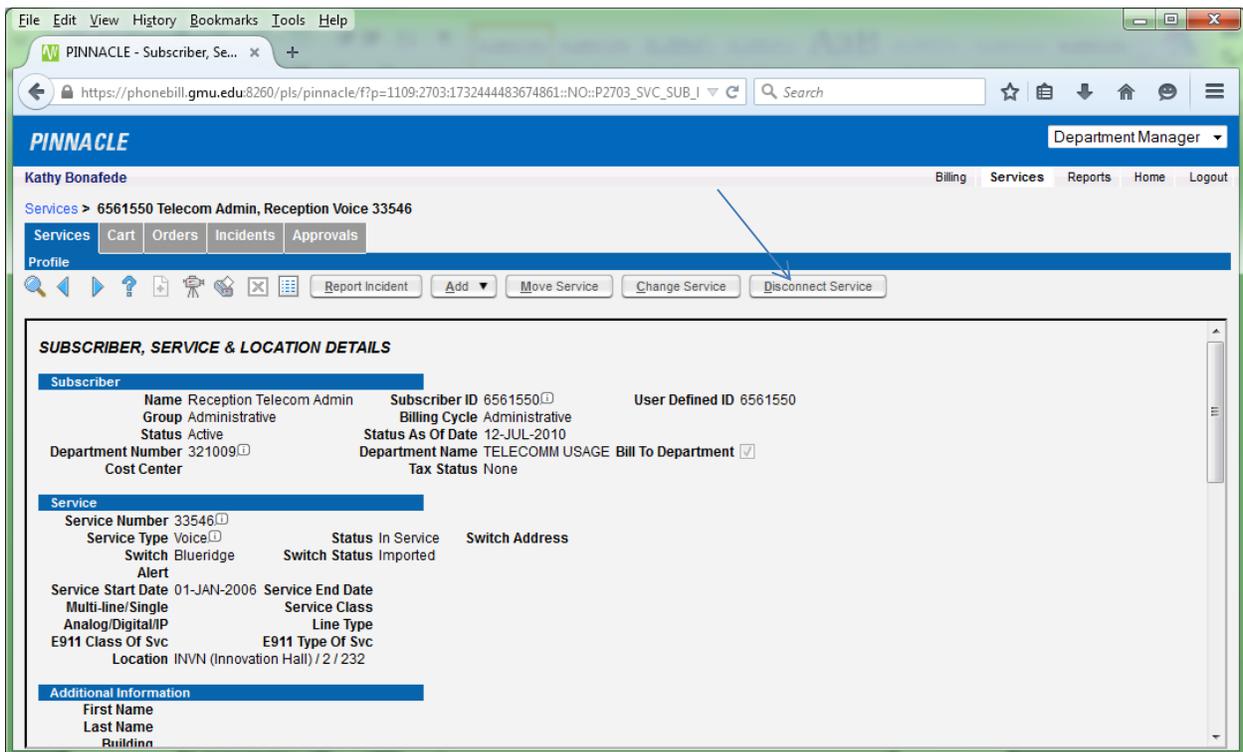
Make sure that the status area indicates “active” (this is the default)



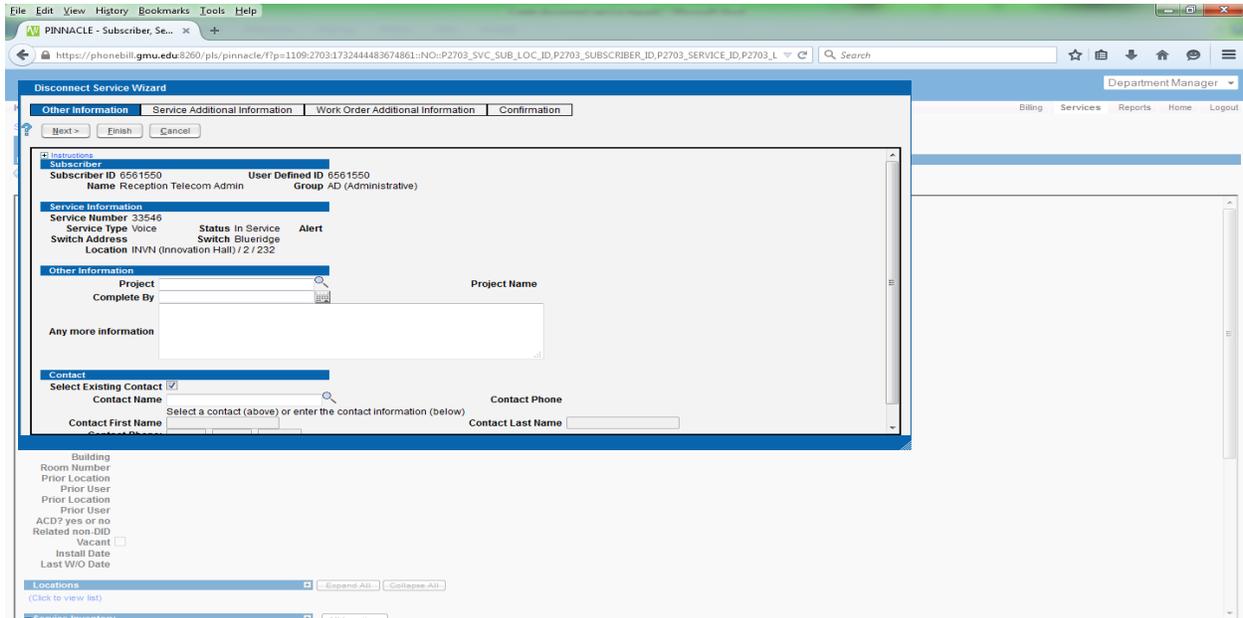
After the screen with the information on the requested service number appears, click on any of the blue hyperlinks (Subscriber, Service, or Subscriber ID)



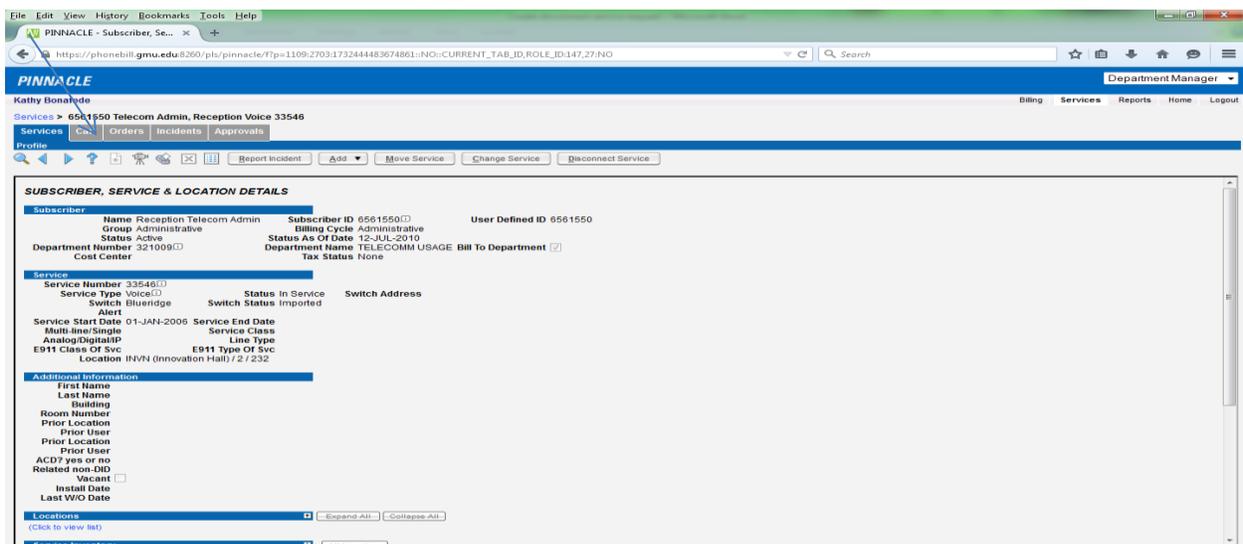
Once you click on a hyperlink, this screen will appear and you will see that the tabs below the "Profile's" blue horizontal bar contain various actions. Click on the "Disconnect Service" tab.



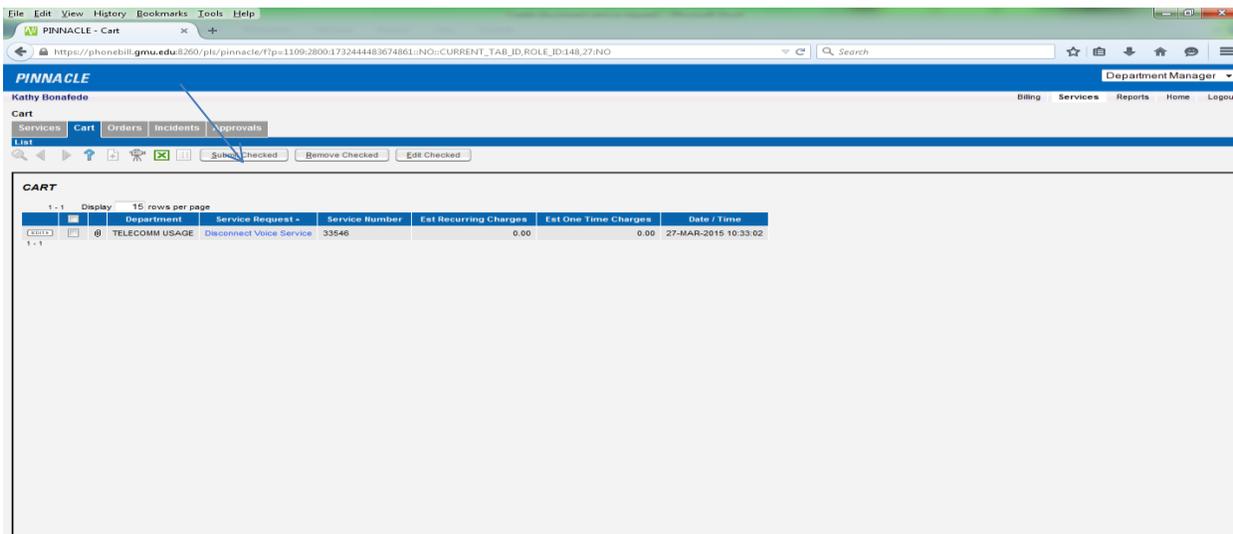
At this next screen, you will need to complete your request in the “Any more information” section. Type in your requested action. There is no need to enter information into the “Project” or “Complete By” areas. It is helpful at the “Contact” area of this screen to click on the magnifying glass. At the next screen do a “search”, then choose your name from the listing.



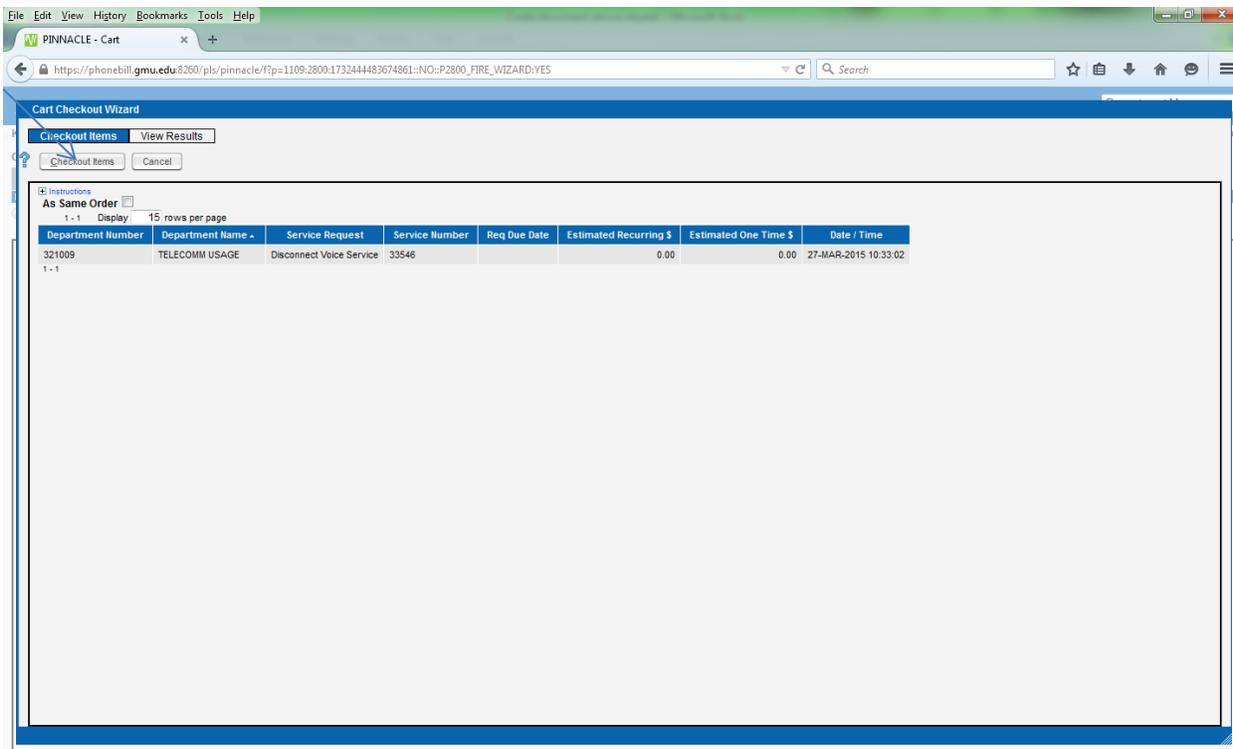
Once done, you can click on the “Finish” tab at the top of the screen. The following screen will appear. Choose the “Cart” tab.



Once you click on this tab, you will see your request. To the left of this line, and to the immediate right of the “edit” box you will see an empty square. Click on this box to fill it in with a check mark, then click on the “Submit Checked” tab.



After performing this action, you will see this screen. Click on the “Checkout Items” tab.



Once you have performed this action, you will see the screen below. The request number lets you know that you have successfully completed your request. Click on “Exit” and you are done.

