

Oklahoma State University Policy and Procedures

TELECOMMUNICATIONS SERVICES--ORDER/CHANGE

**3-0881
BUSINESS & FINANCE
JULY 1990**

POLICY

1.01 In August, 1988, the University formed its own telephone company. The Oklahoma State University Telecommunications Services Department (TSD) has been organized to administer and operate the new telephone system. Since this department does not use campus work orders, the procedures for requesting telephone services and other related work involving the telephone network are contained in this policy.

1.02 The TSD will provide telephone service to all campus departments. Departments must appoint a key advisor for the purpose of administering their telecommunication requirements. Only a key advisor or department head can order or change their current telephone service.

1.03 A one-time installation charge and monthly fee will apply for new service or changes in service. The selection of any long-distance option beyond the basic service will be requested by the key advisor or department head.

1.04 Fraudulent use of the telephone system, either real or attempted, will be referred to the Oklahoma State University Security Department.

1.05 Departments are required to maintain the telephone in a reasonable manner. Damage to the telephone and/or computer connection that is beyond normal usage will be billed to the departments. Departments will maintain total responsibility for proper use of and for all calls made from their assigned telephone equipment.

PROCEDURES

2.01 User Responsibilities:

- a. Faculty/staff are requested to maintain the telephone in a reasonable manner.
- b. Faculty/staff are expected to report all problems encountered with the telephone and/or computer service to the published trouble call number.

- c. Faculty/staff will maintain total responsibility for proper use of and for all calls made from their assigned telephone.
- d. Trouble with lines, telephones or data, must be reported to the trouble desk number listed in the directory. Repairs should only be performed by trained TSD technicians.
- e. Telephones and data devices may not be moved or interchanged without a service order.
- f. No unauthorized telephones, modems, adapters, cords, wiring, jacks or any type of other equipment may be attached to any part of the University-owned telecommunication system.
- g. All telephone order requests will be accepted from the departments' assigned key advisor and/or department head only.
- h. Assistance for key advisors in submitting orders may be obtained by calling the Customer Services Representative.

2.02 Orders for adds, moves or changes must be submitted to TSD on a Telephone Assignment Sheet, service order (Exhibit 1). Forms will provided upon request by TSD.

Interactive Directory System (IDS)

2.03 To provide the most accurate and up-to-date directory information available for the campus operators, TSD should receive Directory Information Forms (Exhibit 1m) from the key advisors for all items listed below:

- a. At the time new phones are installed
- b. When there are personnel changes within a department (new employees or employees leaving the department)
- c. When an employee's directory information changes, such as:
 - campus phone number
 - campus address
 - job title
 - home phone (optional)

- home address (optional)

- spouse name (optional)

2.04 All updates are made to the TSD IDS data base within two days from the date the forms are received by TSD.

2.05 Data from the IDS is also used to compile the yearly faculty/staff office directory.

2.06 Once each year, prior to publication of the faculty/staff office directory, a composite list of personnel assigned to each department as they appear in the IDS data base will be distributed to the key advisors for a final update. The departmental office listing as it appears in the current directory will also be provided for updating.

2.07 Telecommunications Services Directory Information Forms (Exhibit 1m) are required for all permanent faculty and staff members. It is recommended that individuals within departments have an opportunity to review their present directory listings and their Directory Information Form.

2.08 Key advisors must work closely with department heads to assure the forms are accurate when they are returned to TSD.

AT&T Calling Card

2.09 TSD will issue calling cards to faculty and staff at the written request of the key advisor or department head. (See Exhibit 2)

2.10 The key advisors will furnish the user's name, department, and account number to bill the calling card calls.

2.11 TSD will return a memo to the key advisor listing the calling card number, assignee, department name and account number along with the calling card(s) assigned.

2.12 This memo also serves as the official receipt. TSD requires a copy be signed and returned acknowledging receipt of the cards.

2.13 The key advisor will take all responsibility of the cards and will distribute the cards to the assignees.

2.14 The key advisor should, if a card is lost or stolen, notify TSD.

Estimates

2.15 Estimates for cable facilities and telephone services required for new buildings and remodeling projects should be received by TSD at least 90 days before the project starts. The department responsible for the project will forward a written request to TSD describing services needed. TSD will provide an estimate covering all items listed in the written request.

2.16 A Job Estimate Detail Sheet (Exhibit 3) will be prepared by TSD setting out estimated costs of materials and labor for cable facilities to be installed. If there are installations of telephones and jacks to be included in the estimate, a detail of costs (Exhibit 3a) will also be provided.

2.17 A Job Estimate must be approved by the responsible department before work can be started. The lower right hand section must be completed, dated and signed setting out department name and department account to which all costs are to be billed.

2.18 Estimates will address the needs to connect a user group or building to the Ericsson MD110 telecommunications switching system only and will include all necessary building and grounds modifications to accomplish this.

2.19 Estimates do not include work or materials required by other services, i.e. University Computer Center or Educational Television Services. Other departments will have to be contacted separately to provide their costs.

Accounting/Billing

2.20 Charges for monthly equipment rental, toll charges and one-time charges generated by "service orders" will be billed to departmental account numbers through the University Financial Accounting System (FAS). The account number will be provided to TSD by the key advisor at the time the order is issued. A detailed statement will be provided monthly to each department by TSD. The total charges will appear on the AM091.

2.21 Charges that cannot be billed automatically through FAS will be billed to University departments via Campus Vendor Invoice (CVI). A copy of the CVI will be provided to the department billed. The charges will appear on said department's AM091.

2.22 External accounts for firms, organizations, institutions, etc. will be billed through the Billing and Receivable System (BRS). An account number will be assigned beginning with "2" (e.g. 2-204-00-0010).

2.23 Requests for credit and adjustments must be received by TSD within 30 days from receipt of statement. The request must be in form of a memo from the key advisor or department head.

2.24 The key advisor or department head will furnish a written notice to TSD providing account number changes.

Inventory

2.25 TSD will make an on-site annual inventory of telephone equipment. During inventory count, TSD will bill departments for missing telephones and data devices, jacks relocated without an order and telephone sets that have been exchanged or damaged.

Residential Life Department

2.26 The following procedures affect the Residential Life Department. Refer to Policy and Procedures Letter 3-0885 for the telecommunications services for students.

- a. All phones will remain in the room to which they are assigned.
- b. Residential Life will issue an order to TSD at the end of each semester listing lines to be deactivated. No charge for this order.
- c. Residential Life will issue to TSD one order at the beginning of each semester for every line they want activated. No charge for that one order, except on floors where phones have never been installed, a one-time charge per line will be billed. Lines reactivated on subsequent orders will incur a one-time charge per line.
- d. A line reactivated will incur a minimum of one month charge.
- e. Residential Life will replace designation strips as needed. Strips will be furnished by TSD.
- f. Residential Life must see that the phone is not damaged when the student moves out.
- g. Residential Life agrees to pay for any phone missing or damaged.
- h. Residential Life will guarantee minimum of 2,100 lines in the halls for nine months, 300 lines in the halls for three months, 713 lines in Family Housing for twelve months, but will pay for all active numbers in excess of the minimum. TSD will run a count each month to verify totals.

i. A resident's request for a telephone number change should be processed through Residential Life. A memo will be required from Residential Life to TSD stating reason for the request. If the request is approved, a one-time service charge will be assessed Residential Life except when change is recommended by OSU Security. A copy of the police report should accompany the request.