

Oklahoma State University Policy and Procedures

TELECOMMUNICATIONS SERVICES--RESIDENTIAL LIFE

3-0885

BUSINESS & FINANCE
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INTRODUCTION

1.01 The University has purchased and installed a new, digital, multi-node (switch) telephone system known as an Ericsson MD-110. The new telephone system was placed into operation on August 8, 1988. On that date the University began operating its own "telephone company."

1.02 Our new telephone system was initially equipped for approximately 7,800 lines, and as of 7-1-89 it has grown to over 8,300 lines. We currently have growth capability to approximately 11,400 lines. Beyond that, it could be expanded by adding additional switch modules and other components.

1.03 The new system also included complete local area network cable installation to every major building for data and video transmission.

PURPOSE AND SCOPE

2.01 Prior to the selection and installation of the Ericsson MD-110, the University spent approximately two years in vendor product evaluation, University needs evaluation, and the combining of both requirements and capabilities.

2.02 The original goal of the University was to provide a telephone service that as a minimum would equal Southwestern Bell's Centrex service in both feature and cost comparison.

2.03 With the selection of the Ericsson MD-110 came the following capabilities and benefits:

- a. A fully digital switch
- b. Feature selection and activation by user
- c. Integrating voice/data in a common switched environment
- d. Distribution of video over common cabled system

- e. Use of a distributed processing technology allowing multiple nodes and easy growth and expansion
- f. Installation of many miles of fiber optic cable for current as well as future needs
- g. The provision of telephone service that is tops in quality, features, and cost effectiveness
- h. Allows the University to select the best long distance service available and to pass on cost savings to all users

Definition

3.01 The definition of "basic telephone service" is the provision of no less than a single line telephone set which will allow local and toll-free outgoing calls and all direct-dialed incoming calls.

POLICY

4.01 The Oklahoma State University Telecommunications Services Department (a sub-unit of Physical Plant Services) has been organized to administer and operate the new telephone system.

4.02 The Telecommunications Services Department will provide basic telephone service to all rooms as specified by the Residential Life Department. The cost of basic telephone service will be included in the room charge.

4.03 Options are available as follows:

- a. Students may select assignment of additional features for a monthly fee.
- b. Data use requires a one-time installation fee and a monthly fee.
- c. When available, students may request assignment to "voice mail box/message recorder" for a monthly fee.
- d. Long distance service as one of two options:
 - 1. United States only
 - 2. United States and International (deposit required for international)

4.04 User responsibilities are as follows:

- a. Students are required to maintain the telephone in a reasonable manner. Damage to the telephone and/or computer connection that is beyond normal usage expectations will be billed to the student's account.
- b. Students are expected to report all problems encountered with the telephone and/or computer service to the published trouble call number.
- c. Students will maintain total responsibility for proper use of and for all calls made from their assigned telephone. Where more than one student is assigned a single telephone for primary use, they will share equally in all responsibilities.

4.05 Billing information is set out below:

- a. The selection of any option beyond the basic service will result in the student receiving a monthly bill.
- b. In the case of long distance service, the following applies:
 1. Students will be assigned an account code and will be responsible for all calls charged to their account code. The only exceptions to this are outlined under Sections 4.06 and 4.07 below.
 2. All long distance calls will be billed beginning 30 seconds after completion of dialing. Therefore, users are cautioned to not allow long duration ring cycles to occur while placing a call. Any duration over the stated 30 seconds is billable.
 3. Any questions or requests for credit will be accepted only during the current billing cycle. This allows 30 days from receipt of the monthly bill to address any questions or to submit requests for credit.
 4. The failure to pay for properly billed services will be handled in accordance with current University policy, including the potential disconnection of service and/or disciplinary action.

4.06 Fraudulent use of the telephone system, either real or attempted, will be referred to the Oklahoma State University Security Department and/or the Office of Student Conduct where the following actions may occur:

- a. An investigation will be conducted to determine all details related to the incident.

b. Where fraudulent use is real, i.e. calls were made in a manner attempting to escape payment, restitution to Telecommunications Services will include an administrative charge which could be up to double the amount of the proper charge for the call(s).

c. The illegal acceptance of collect calls or the improper use of third party billing is considered fraudulent and will be handled as such.

d. Where proof exists that fraudulent use is attempted, i.e. proof that repeated attempts were made to find account codes or authorization codes that would be accepted by the system, thereby allowing fraudulent calls to be completed, such attempts will be considered a violation.

4.07 In all cases of fraud the following action(s) may also be taken:

a. The student may lose all rights to telephone services for a specified length of time, i.e. the remainder of the current school year.

b. If circumstances warrant, the Office of Student Conduct can take action to suspend or expel a student.

c. The Oklahoma State University Security Department will determine whether criminal charges need to be brought against any student found to be a fraudulent user of the telecommunication system.