PURPOSE

The purpose of this procedure is to outline procedures for managing telephone and telephone-related services.

PROCEDURE

1. Designation of Responsibility

   The Procurement Officer of the College has responsibility coordinating the provision and maintenance of telephone and related services.

2. Definition of Services

   a. Basic Service is that provided by the specific features programmed into the telephone equipment at the time of installation.

   b. Special Features Services are those added telephone accoutrements such as telephone group pick ups and other services not provided for in the basic service architecture.

   c. Maintenance Services are those provided to ensure continuation of Basic and Special Feature Services when telephone equipment or system failure/degradation occurs.
3. Requests for Telephone Services

Requests for new installations, relocations, removals and enhancements shall be handled in the following manner:

a. Major telephone projects must be discussed with the Procurement Officer and approved by the Vice President For Finance. This planning step ensures timely delivery of services and equipment.

b. The requestor department head must submit a service work request to the Business Office for routine telephone requests. If the requestor requires assistance, he/she should contact the Procurement Officer.

c. In the event of an emergency, service calls, system failures or unforeseen telephone related service needs, the Procurement Officer should be contacted immediately. Normally telephone problems will be acted upon immediately.

4. User Responsibilities

Users shall assist in the provision of quality, cost effective telephone and telephone services by:

a. Directing requests for information concerning telephone numbers, extensions, complaints and suggestions to the Procurement Officer.

b. Ensuring that the making of long distance calls is restricted to authorized College faculty and staff; is restricted to College business only and is placed using your four digit long distance code. Long Distance codes are issued by the Procurement Officer upon written request. This code is not to be given to other users.

c. Ensuring that no “900” calls are made by College personnel. Any calls of this nature will be considered a violation of the College’s policies.