



Administrative Procedure

Number:	703
Effective:	4/27/83
Supercedes:	
Page:	1 of

Subject: TELEPHONE SERVICES

1.0. PURPOSE:

To establish the procedures which govern the use and maintenance of University communications equipment.

2.0. ORGANIZATIONS AFFECTED:

- 2.1. All University departments.
- 2.2. Auxiliary organizations.

3.0. REFERENCES:

- 3.1. State Administrative Manual (SAM), Sections 4500-4556.
- 3.2. University and Colleges Administrative Manual (UCAM), Sections 4100-4170.
- 3.3. Office of the Chancellor Memorandum, BA 79-43.
- 3.4. "Communications Policy Statement", Faculty Handbook, pp. 80-84.

4.0. POLICY:

4.1. Fiscal Accountability

Under the authority of the Trustees, the University may develop and implement a communication fiscal accounting and reporting system which incorporates the chargeback of communication expenses to individual departments.

State telephones are provided for the conduct of State business. The use of University telephones for personal business is prohibited.

Approved:

Date:

4.2. Credit Cards

Telephone credit cards may be issued to administrators at the department chair level or above who are required to make calls on behalf of the University while on travel status.

4.3. Standard Equipment

“Standard” communication equipment, as defined in the State Administrative Manual, may be installed at the department’s request without further approval. Requests for equipment which is not considered “standard” must be approved by the Office of the Chancellor and the Department of Communications.

4.4. Criteria and Charges for Telephone Installation and Moves

4.4.1. Telephones will be installed and maintained at University expense in the following areas.

- a. University departments (academic and administrative) and schools.
- b. Faculty offices with a maximum of one phone per faculty office.

Telephones for these areas must be assigned to regular employees of the unit and will be placed only in rooms which function as full time offices.

4.4.2. Telephone installations in any other areas than those enumerated above will be made only with the authorization of the School/Department head, and will be charged monthly to the School/Department O.E. budget.

4.4.3. Telephones operating from the University system will be installed in auxiliary operations on campus and will be billed to those operations on a monthly basis.

Telephone charges incurred on special programs/projects utilizing a department phone may be charged back to a designated account. Person desiring this service must identify the call and the account or agency to be billed.

- 4.4.4. Telephone Equipment Moves—When equipment is moved for convenience reasons (furniture rearrangements, lighting, etc.), changes will be billed to the department O.E. account. When equipment is moved for structural reasons, the University will bear the expense.

Whenever possible, department phone numbers will move with the relocated department. Faculty office phone numbers do not change.

5.0. DEFINITIONS:

- 5.1. Automatic Telecommunications Switching System (ATSS) – A State leased line system providing lower cost telephone service to most locations throughout the State. Calls within the 213 area should be dialed over the public lines using the access code number “9”. Other call within California and certain prefixes in Nevada should be placed via the ATSS lines using the access code number “8”.

Detailed instructions are provided in the Campus Telephone Directory.

- 5.2. Charges – Telephone company billing for services and equipment.
- 5.3. Equipment – Telephone instrumentation and data terminals.
- 5.4. Installation--All installations, relocations or modifications of equipment.

6.0 RESPONSIBILITIES:

- 6.1 Director of Support Services will:
- 6.1.1 Review all requests for credit cards.
- 6.1.2 Assist in problem resolution concerning billing and charges.
- 6.2. Deans and Administrative Officers will review departmental requests for credit cards.
- 6.3. Department Heads will:
- 6.3.1. Verify the monthly billing.
- 6.3.2. Monitor the billing to ensure proper usage.
- 6.3.3. Initiate corrective action in the event of misuse.

6.3.4. Request changes in service or equipment.

6.3.5. Notify the Communications Office in writing of extended office closures necessitated by special procedures.

6.4. Communications Office will:

6.4.1. Distribute the appropriate portions of the monthly billing to using departments.

6.4.2. Process requests for service and equipment.

6.4.3. Process telephone conduit service orders through Plant Operations.

6.4.4. Update and distribute the Campus Telephone Directory on an annual basis.

6.4.5. Maintain the telephone equipment inventory.

6.4.6. Present orientations to new employees and requesting departments regarding the use of telephone equipment.

6.4.7. Verify usage and billing charges.

6.5. User Departments will:

6.5.1. Complete the Telephone Service Cost Application and Order form and submit the form to the Communications Office to request telephone services.

6.5.2. Request equipment repair by calling the Communications Office.

6.5.3. Submit written requests for credit cards to the appropriate fiscal dean or administrative officer and the Director of Support Services.

6.5.4. Submit written Telephone Directory changes to the Communications Office.

6.5.5. Submit written notification of room reassignments and personnel charges to the Communications Office.

6.5.6. Notify the Campus Operator if the office will be closed.

6.6. Accounting Office will process the billing from the Communications Office and charge the appropriate departmental accounts on a monthly basis.

7.0 PROCEDURES:

7.1 Chargeback

7.1.1 Communications Office staff will receive and distribute the telephone billing to the appropriate departments on a monthly basis.

7.1.2 Department Heads will:

- a. Verify the billing.
- b. Indicate the account to be charged.
- c. Indicate approval by signature.
- d. Return the approved billing to the Communications Office.
- e. Cooperate with the Communications Office in collecting personal and unapproved charges from employees.

7.1.3. Communications Office will:

- a. Review the returned billing and resolve problems, as needed.
- b. Retain the approved billing for the State Auditor
- c. Forward a billing summary to Accounting for payment and charges to departmental accounts.

7.1.4. The Communications Office will collect any personal or unapproved charges from employees and request the required accounting transaction.

7.2. Telephone Service

7.2.1. User departments will submit detailed written requests to the Communications Office.

- a. Communications Office staff will prepare a Facilities Work Request, Form 1699, for requests for areas without cable or outlet access and forward the work request to Plant Operations.

- b. Equipment requests which are not included in the SAM list of standard equipment must be evaluated and approved by the Chancellor's Office and the Department of Communications.

7.2.2. Service charges will be charged to the user department.

7.2.3. User departments will notify the Communications Office, in writing, of room reassignments which involve the relocation of existing equipment to assure correct inventory adjustments and billing.

7.3. Telephone Repair

7.3.1. User departments will request service by calling Campus Repair and Information, Ext. 2495.

7.3.2. Communications Office Staff will request service from the telephone company.

7.4. Credit Cards

7.4.1. Departments will forward written requests for credit cards approved by the appropriate fiscal dean or administrative officer to the Director of Support Services.

7.4.2. Third party calls may not be charged to University telephones. Official calls away from the office should be made utilizing the ATSS credit card or the telephone company credit card.

7.5. Telegrams/Mailgrams

7.5.1. Users will telephone Western Union at tollfree 800-648-4100 and request that the telegram be billed to the requesting department telephone number.

7.5.2. Users will forward a confirmation copy of the telegram/mailgram to the Communications Office.

7.6. Campus Telephone Directory

7.6.1. Users will submit changes, in writing, to the Communications Office.

7.6.2. Users will request additional directories by calling the Communications Office.

7.6.3. A revised directory will be published annually by the Communications Office.

8.0 APPENDICES:

8.1. Telephone Service Cost Application and Order (Sample).

8.2. Communications Chargeback Form.