

*Revised
as of 1-28-15*

Policy No:

Policy Name: Acquisition, Allocation and Management of Telephone Services and Equipment

Policy Subject: Acquisition, Allocation and Management of Telephone Services and Equipment

Date Revised: March 3, 2014

I. Purpose

The purpose of this policy is to establish standards and provide guidelines for the acquisition, application, and oversight of telephone services and equipment for all areas of Tennessee Tech University.

II. Review

This policy will be reviewed every four years or whenever circumstances require review, whichever is earlier, by the Associate Vice President for Facilities and Business Services with recommendations for revision presented to the Vice President for Planning and Finance.

III. Policy

A. The Department of Telecommunications is responsible for all matters pertaining to telephone services including, but not limited to, the acquisition, provisioning and management of all equipment and services being installed or utilized within Tennessee Tech University. Specific procedures for acquiring services or equipment may be found on the Department of Telecommunications website {link}.

B. Emergency Services "9-1-1" can be reached from any phone on campus at any time.

1. Direct access to Emergency Services or 9-1-1 is accessible from every phone on campus. Users may pick up a handset and dial 9 + 1 + 1 and go directly to emergency services. No other digits are required.
2. Emergency calls to 9-1-1 are immediately routed to Putnam County Emergency Services as the call simultaneously rings into the University Police Office. University Officers will be dispatched immediately while the Putnam County Emergency responders are in route.
3. Prank phone calls or non-emergency calls to 9-1-1 are subject to disciplinary action, fines, and/or citations.
4. Special emergency phones with blue strobe lights have been placed in designated areas across campus to provide added security for students, faculty and staff. To place a call to University Police, which will activate the strobe light, the user is only required to push a single button. An officer will be dispatched to the location of the emergency phone immediately.

C. Personal long distance calls are prohibited and may result in disciplinary action. Employees will be required to reimburse Tennessee Tech for all charges incurred as a result of making or receiving personal long distance.

1. Receiving collect calls and/or making personal third party calls, which billed back to Tennessee Tech numbers, are also prohibited and may result in disciplinary action.

D. Multiple Incoming 800 lines have been installed for the purpose of streamlining services and increasing efficiency in targeted areas. Tennessee Tech's incoming 800 lines are located in designated areas to provide greater accessibility to current and future students, to support recruiting efforts, and to facilitate operational functions. The 800 lines also offer convenient access to potential donors and enable the Athletics Department to promote ticket sales for athletic events.

1. Personal calls to employees on the incoming 800 lines are strictly prohibited.

E. Purchases for all telephone equipment and peripherals must be made through the Department of Telecommunications.

1. Departments shall submit a request for any telephone equipment or accessories that may be needed, along with the signature of the approving authority for the departmental account to be charged.
2. Specific equipment or peripheral accessories other than that which is provided as standard equipment must be evaluated for compatibility with Tennessee Tech's telephone system by designated personnel from the Department of Telecommunications. If the equipment or accessories being requested are deemed compatible, the Department of Telecommunications will purchase the items on behalf of the requestor and rebill the departmental account accordingly.
3. Equipment other than that which is supplied by the Department of Telecommunications shall be removed and replaced with the department's standard equipment.
4. Any damages to Tennessee Tech's telephone system or equipment, as a result of unauthorized equipment being installed or utilized, shall be repaired and/or restored to the original operational state, and all costs associated with the repairs shall be billed to the individual or department responsible.

F. All incidents of harassing or threatening phone calls must be reported to University Police.

1. Students, faculty, and staff shall report any harassing or threatening phone call(s) directly to the University Police Department.
2. University Police will contact the Department of Telecommunications to request assistance as needed and shall provide an authorized written request to obtain call detail information in an attempt to determine the origination of the harassing or threatening call(s) when possible.
3. All information obtained, as a result of the request from University Police, will be provided directly to the requesting officer or the Chief of University Police only. The Department of Telecommunications will not discuss any call information, pertaining to harassing or threatening phone calls, with any individual other than designated Tennessee Tech officials.

IV. Interpretation

The President or his/her designee has the final authority to interpret the terms of this policy.

V. Citation of authority for policy

Tennessee Board of Regents Policy 1:03:02:00 delegates to the institutional president the appropriate management of assets within the institution consistent with TBR policies.

RESPONSIBLE PROPOSER(S) AND REVIEWER(S)

**Associate Vice President for Facilities &
Business Services**

DATE

REVIEWED

Vice President for Planning & Finance

DATE

REVIEWED

University Counsel

DATE

REVIEWED

Administrative Council

DATE

REVIEWED

Academic Council

DATE

REVIEWED

University Assembly

DATE

APPROVED

PRESIDENT

DATE

List of procedures relative to the policy revisions originally submitted by the Department of Telecommunication on March 3, 2014 and revised on June 24, 2014.

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- I. **Procedures for requesting telephone service(s)**
 - A. **Requests for new service(s) or modifications to existing telephone service(s) shall be submitted to the Department of Telecommunications, and each request must include the following information:**
 1. The approval and/or signature of the person that is responsible for the budget against which the charges will be assessed;
 2. A clear statement as to whether it is for new service or if the request is for changes to be made to existing services or equipment;
 3. Requests for changes to existing lines or equipment must include the phone number.
 4. The building and room number, user name for the person assigned to the phone line, specific information regarding voicemail, unified messaging, forwarding, and a contact person (with phone number) for additional information if needed;
 5. Any special requests if changes are required to modify the line appearances on multi-line phones within the department.
 6. The index or budget account number to be charged.
 - B. **Repair or service issues shall be reported to the Telecommunications Office at 372-3803, Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m.**
 - C. **Local and long distance service is provisioned to most telephones on the Tennessee Tech campus.**
 1. Certain departmental phones may be restricted to campus and local calls only, at the discretion of the academic or administrative officer for the specific area.
 2. All residential units have access to campus and local dialing and are equipped with a telephone instrument.
 3. Long distance calls are billed on a monthly basis, and call detail reports are provided to the individual departments for review and/or reconciliation to insure all calls are initiated for the purpose of conducting University business.