UNIVERSITY TELEPHONE SERVICES

A. Purpose

The purpose of this policy is to advise of the telephone services available to The University of Texas-Pan American community and the appropriate use of those services.

B. Persons Affected

This policy applies to users of telephone services at the University.

C. Policy

Proper Use

Telephone services at The University of Texas-Pan American are the responsibility of the Department of Telephone Services, a department of the Division of Information Technology.

The University's telephone system is intended to be used for business purposes only. While limited use of the local capability for personal reasons is recognized as necessary, personal use of long distance capabilities is prohibited and can result in suspension of long distance privileges and/or disciplinary action against employees. (See *Texas Ethics Advisory Opinion* No. 134)

D. Definitions

Not applicable.

E. Responsibilities

Account managers are responsible for periodically and frequently monitoring monthly telephone bills to detect billing errors and unauthorized telephone calls, and for maintaining telephone logs and records in accordance with state records retention requirements. Account managers also are responsible for keeping University telephones secure from unauthorized use. University employees are responsible for the care and custody of the telephones assigned to them. (See *HOP* 8.1.1 Use of University-Owned Property and Equipment)

F. Procedures

1. Service Requests

UNIVERSITY TELEPHONE SERVICES

a. Campus Switch Telephone Service

i. All University requests for installations of campus switch services, changes to existing telephone service, equipment changes, or termination of service shall be made to the Department of Telephone Services through approved electronic processes or on the Telephone Service Request Form found at http://dba.utpa.edu/forms/. Telephone Services is responsible for placing all University orders for telephone service with the telephone company.

ii. Proper approvals routed through the account manager in the telephone user's department shall be acquired before any requests for telephone services reach Telephone Services.

b. Directory Information

i. The telephone company's directory and the State directory carry the main number of each department of the University under the heading of "The University of Texas-Pan American." A University telephone number may not be listed in the telephone directory or with the telephone company information operator except under the heading of "The University of Texas-Pan American." This heading has been established for the listing of business telephones only.

ii. Any changes in the listing of telephone numbers in the telephone company's directory or in the State directory should be made through Telephone Services.

iii. Information for the white pages in the University telephone directory is obtained directly from the Office of Human Resources. Any changes in personal information normally included in the University phone directory, such as name and home address, should be reported to the Office of Human Resources. (See *HOP* 7.3.1 Personnel Files)

iv. Because it is necessary, especially for 911 emergency purposes, that the main University Operator's directory be maintained on a current basis at all times, employees are urged also to give the University Operator any changes in their directory listings.

c. Student Housing Telephones

Students arrange for telephones in University student housing by direct application to the telephone company. Telephone Services is responsible for the connection of in-house wiring from the demarc to the phone jack in the individual rooms.

d. Cellular Telephones

Cellular telephones shall be requested through the Department of Materials Management with a Departmental Purchase Requisition (DPR) found at http://dba.utpa.edu/forms/.
(See *HOP* 4.3.1 Wireless Communication Device Policy)

2. Billing

a. Installation charges will be billed directly to the requesting department.

b. Charges for telephone services are billed monthly by Telephone Services. Each department or separate account number being billed for telephone services will receive a monthly printout detailing any monthly service charges, long distance charges (including the originating number, number called, and length of call), and State provided long distance charges, as well as any additional charges such as installation charges or charges for directory assistance calls.

c. Request for changes in campus switch billing or listing should be made on the Telephone Service Request Form or through approved electronic processes, to Telephone Services. This form is available through Telephone Services at http://dba.utpa.edu/forms/.

d. Any questions about charges for campus switch telephone services should also be directed to Telephone Services.

3. Telephone Equipment Orders

a. Telephone Purchases

All telephones that are to be connected to the University's telephone network must be purchased from the Telephone Services Department.

b. Telecommunication Infrastructure

i. Telecommunication infrastructure is any and all equipment, servers, and software wiring that is used to support voice communication and related services up to the endpoint which is typically a telephone instrument.

ii. All telephone equipment that is to be integrated with the University's telephone system must be purchased from the Telephone Services Department.

iii. Telecommunication infrastructure that is for new construction is to be funded by the construction budget.

iv. Telecommunication infrastructure is under the charge of the Telephone Services Department regardless of funding source.

4. Trouble Reporting

Trouble with telephone service should be reported to the Computer Support Desk (ext. 2020) as soon as possible. The Computer Support Desk logs all reports of trouble and contacts the University Phone Technician.

G. <u>Review</u>

The Divisional Head for this policy is the Vice President for Information Technology and this policy shall be reviewed every five years or sooner if necessary by the following Stakeholders:

1. Associate Vice President for Information Technology, Support Services - Senior Reviewer
2. Telephone Services Manager
3. Associate Vice President for Information Security
5. Academic Affairs Executive Team
6. Faculty Senate Chair
7. Staff Senate Chair