POLICY SUMMARY FORM

Policy Name: Telecommunication Services

Policy Number: 16.28

Is this policy new, being reviewed/revised, or deleted?   Review/Revise

Date of last revision, if applicable: 1/26/2016

Unit(s) Responsible for Policy Implementation: President

Purpose of Policy (what does it do): Defines and outlines SFA telecommunication services.

Reason for the addition, revision, or deletion (check all that apply):
☒ Scheduled Review   ☐ Change in law   ☐ Response to audit finding

☐ Internal Review   ☐ Other, please explain:

Please complete the appropriate section:

Specific rationale for new policy:

Specific rationale for <u>each</u> substantive revision: Revision of position responsible for implementation.

Specific rationale for deletion of policy:

Additional Comments:

Reviewers:

Anthony Espinoza, Chief Information Officer
Mike Coffee, Deputy Chief Information Officer
Dr. Steve Westbrook, Acting President

Telecommunication Services

Original Implementation: December 8, 1987
Last Revision: ~~January 26, 2016~~*January 29, 2019*

Information Technology Services (ITS) is responsible for the administration of Stephen F. Austin State University (SFA) communication services, including telecommunication services. Telecommunication services consist of the installation, maintenance, and operation of the university-owned telephone switch, connective infrastructure, associated services, cellular services (policy 3.6), and all outside telephone lines connecting to university locations and billing.

TELEPHONE USAGE

All telephone services exist primarily for the transaction of official university business (except for residence hall telephones). Personal local calls may be made but should be minimized. Personal toll calls must be charged to home telephones, personal telephone calling cards, or reimbursed to the unit. Reimbursements for personal calls on a university telephone should be coordinated with the department head (or account custodian). It is the responsibility of the department head (or account custodian) to review all telephone bills to ensure compliance with the usage policy.

All charges for telephone services, including campus telephone lines, toll-free numbers, toll calls (long distance access codes), and cellular telephones remain the responsibility of the unit head (or account custodian) until written notification is received by ITS for their discontinuance.

EQUIPMENT MAINTENANCE

Requests for installation, relocation, alteration, or repair of telephone equipment should be submitted to the ITS Help Desk. A work order will be issued, and upon completion, the appropriate account may be charged.

LONG DISTANCE ACCESS CODE

Requests for long distance access codes should be submitted by the unit head (or account custodian) to ITS. The request should include the individual's name, campus ID number, and account number. Requests for multiple long distance access codes (for charging to more than one account number) may be included in a single memorandum. However, full information must be provided for each access code requested.

TOLL-FREE TELEPHONE NUMBERS

Requests for toll-free telephone numbers should be submitted by the unit head (or account custodian) to ITS. The memorandum must include the purpose of the toll-free service, account number, existing telephone number where the toll-free number will ring, directory listing information (if appropriate), and name and telephone number of a contact person. Discontinuance of the toll-free service or changes to the ring extension require a memorandum from the unit head (or account custodian) to ITS.

Cross Reference: Cellular Telephones and Wireless Communication Devices (3.6)

Responsible for Implementation: ~~Provost and Vice President for Academic Affairs~~*President*

Contact for Revision: Chief Information Officer

Forms: None

Board Committee Assignment: Building and Grounds