



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

HSC OP: 55.02, Telephones, Telephone Systems, Equipment and Services

PURPOSE: The purpose of this Health Sciences Center Operating Policy and Procedure (HSC OP) is to set forth a policy to standardize telephone and telephone-related equipment placed into service at all TTUHSC campuses, and the method by which this equipment is reviewed, procured, received, routed, installed and maintained. The Communication Services Department provides telephone service to all these facilities.

REVIEW: This HSC OP will be reviewed on May 1 of each year (EY) by the Chief Information Office (CIO) for TTU System and the CIO for TTUHSC, with recommendations for revisions forwarded to the Executive Vice President for Finance and Administration by May 15.

POLICY/PROCEDURE:

Communication Services is responsible for planning, implementing, changing, upgrading, maintaining and terminating telephone equipment and services for each of the TTUHSC campuses. This is necessary to ensure State reporting requirements are met, compatibility with the existing telephone network is maintained, facilities are optimally used, certified technicians are available for equipment maintenance and warranty enforcement, and contracts with vendors are optimized.

Communication Services will provide basic telephone equipment, i.e., single line telephone, multi-line key systems, conference call telephones, auxiliary equipment (cut off keys, exterior bells, office paging systems, etc.) and all telephone lines. When the requirements and needs of an individual department cannot be met by the basic telephone equipment, Communication Services will work with the department and outside vendors to develop effective and compatible alternatives. By policy, TTUHSC Purchasing will ensure all procurement requests for telephone related equipment is routed through Communication Services for approval. A list of currently approved equipment and associated rates will be maintained on Communication Services website at <http://www.texastech.edu/it/commSvs/telephone/>.

In accordance with agreed upon practices with Facilities Planning and Construction, Communication Services shall be included during the requirements/design/construction phase of all major construction projects to ensure the associated costs for the required telephone systems are properly included in the cost of the project and the equipment is properly installed.

Communication Services will coordinate with the assigned project manager within Planning, Design and Construction for all services/equipment installations requiring modification or attachment to the building or its structure. Any material, equipment, and labor charges to modify or enhance a departmental phone or system shall be billed to the requesting department.

Non-business use of the TTUHSC telephone system that results in any direct cost to TTUHSC is not allowed. Non-business use of a local telephone service is permitted as long as that use is of minimal time and duration, does not impede employee function, and does not result in additional cost to TTUHSC. In the event that it is necessary for an employee to incur an additional charge from a TTUHSC telephone for non-business use, a personal calling card, collect, or third-party charge should be used. If the non-business usage of telephone services results in a direct cost to TTUHSC for any reason, it is the employee's responsibility to reimburse the cost to TTUHSC. The use of the telephone system for private commercial purposes is strictly prohibited regardless of whether or not it results in an additional charge to TTUHSC.

The TechFIM account manager will receive a monthly statement listing all equipment and services for their area of responsibility for the previous month. The account manager is responsible for reviewing the statement to ensure the accuracy of charges at published rates, detect billing errors and unauthorized telephone calls, and for maintaining telephone logs and records in accordance with state records retention requirements. Review must be complete and any unauthorized calls reimbursed by the employee within 30 days after reports are received.

Requests for voice communication services and support, including telephone equipment and lines should be made to Communication Services at 742-2000. Proper approvals routed through the account manager of the funding account shall be acquired before work is scheduled by Communication Services. Trouble with telephone service should be reported to Customer Service at 742-2000 or via e-mail at [CommSvcs Customer Support@tu.edu](mailto:CommSvcsCustomerSupport@tu.edu).