



Telephone Service (Installation, Repairs and Moves) # 1950.010

INITIAL EFFECTIVE DATE:	LAST REVISION DATE:	RESPONSIBLE UNIVERSITY DIVISION/DEPARTMENT
April 6, 2009	May 20, 2024	Division of Information Technology

POLICY STATEMENT

Telephone service shall be coordinated by the Division of Information Technology. Each department or cost center shall be charged for telephone services (monthly telephone charges, long distance usage, equipment purchases, new installations and changes). The accounting records shall be updated through inter-departmental charges processed by the Controller’s Office and the Division of IT. Each department is responsible for reviewing its charges, online, on a monthly basis and submitting corrections within 30 calendar days. Credits will only be applied retroactively for one billing cycle. The use of University phones for personal calls is discouraged. Any personal long-distance calls made from a University phone must be reimbursed to the department within 30 calendar All telephone equipment is the property and responsibility of the University. All installation and repairs will be made solely by the Division of IT and/or its contracted vendors.

SCOPE

This policy applies to all faculty and staff.

REASON FOR POLICY

To establish guidelines for the use of the telephone system at the University, including installation, repairs and moves.

DEFINITIONS	
TERM	DEFINITIONS
N/A	N/A



ROLES AND RESPONSIBILITIES

N/A

RELATED RESOURCES

This policy does not pertain to any wireless (cellular) telephone service. For Cell Phone Policies and Procedures, please refer to:

Cellular Phone Policy available at: http://policies.fiu.edu/record_profile.php?id=565

Cellular Phone Procedures available at: http://policies.fiu.edu/record_profile.php?id=566

CONTACTS

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HISTORY

Initial Effective Date: January 1990

Review Dates (*review performed, no updates*): N/A

Revision Dates (*updates made to document*): April 6, 2009; June 2, 2021; May 20, 2024



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PROCEDURE STATEMENT	
Procedure	Repairs
Requesting Department	<ul style="list-style-type: none"> Request repairs by the Division of IT through AskIT (https://fiu.service-now.com/sp?id=sc_category&sys_id=24e3bd93db99aa00217e70e21f96193d)
Voice Services	<ul style="list-style-type: none"> Troubleshoot and repair any problems. Dispatch Contracted Vendors, if necessary.
	Installations and Moves
Requesting Department	<ul style="list-style-type: none"> Request moves/installations/changes by the Division of IT through AskIT (https://fiu.service-now.com/sp?id=sc_category&sys_id=24e3bd93db99aa00217e70e21f96193d) Requests for moves requiring a technician must be made at least 15 business days prior to the scheduled move date. Online move packet form can be found here: http://asm.fiu.edu/move.html
Voice Services	<ul style="list-style-type: none"> Review the request and obtain additional information, if necessary. Obtain cost for services to be rendered and provide an estimate to the requesting department. Obtain payment and create a work order for work to be performed. Dispatch an FIU technician or coordinate work with a contracted vendor. Advise requesting department of scheduled due date.
FIU Technician/ Contracted Vendor	<ul style="list-style-type: none"> Perform assigned work.



Voice Services	<ul style="list-style-type: none">• Advise the requesting department of work completion.
Controller's Office	<ul style="list-style-type: none">• Allocate costs to the requesting department after Voice Communications has verified completion of the work requested.