Telephone Service (Installation, Repairs and Moves) # 1950.010

INITIAL EFFECTIVE DATE: April 6, 2009
LAST REVISION DATE: June 2, 2021
RESPONSIBLE UNIVERSITY DIVISION/DEPARTMENT: Division of Information Technology

POLICY STATEMENT

Telephone service shall be coordinated by the Voice Services Department within the Network Engineering and Telecommunications (NET) Department, 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 NET. 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 days if exceeding $5.00. The University allows for accumulations of up to, but not exceeding, three billing periods when the amounts fall below $5.00. All telephone equipment is the property and responsibility of the University. All installation and repairs will be made solely by the NET 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

<table>
<thead>
<tr>
<th>TERM</th>
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<td>N/A</td>
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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

Division of Information Technology
11200 SW 8 ST, PC531
Miami, FL 33199
https://it.fiu.edu

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
# Telephone Service (Installation, Repairs and Moves) # 1950.010a

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## PROCEDURE STATEMENT

<table>
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<tr>
<th>Procedure</th>
<th>Repairs</th>
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<tbody>
<tr>
<td>Requesting Department</td>
<td>Request repairs by the Voice Services through AskIT (<a href="https://fiu.servicenow.com/sp?id=sc_category&amp;sys_id=24e3bd93db99aa00217e70e21f96193d">https://fiu.servicenow.com/sp?id=sc_category&amp;sys_id=24e3bd93db99aa00217e70e21f96193d</a>)</td>
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| Voice Services | • Troubleshoot and repair any problems  
• Dispatch Contracted Vendors, if necessary. |

### Installations and Moves

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| Requesting Department | • Request moves/installations/changes by the Voice Communications Office through the UTS Support Center.  
• Requests for moves requiring a technician must be made at least 15 business days prior to the scheduled move date. |
| Voice Services | • 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 | Perform assigned work. |
| Voice Communications | Advise the requesting department of work completion. |
| Controller’s Office | Allocate costs to the requesting department after Voice Communications has verified completion of the work requested. |