


**AUSTIN PEAY STATE UNIVERSITY
POLICIES AND PROCEDURES MANUAL**

Policy Number: 4:031	Supersedes Policy Number:
Date: 12/3/02	Dated:
Subject: Telecommunications	
Initiating Authority: Vice President for Finance and Administration	TBR Policy/Guideline Reference:
Approved:  President:	

General:

Telecommunications services will be provided to University departments as outlined in this document. Austin Peay owns and operates its own wired telecommunications system. This system includes the main switch in Browning, and remote switches in various locations as well as the digital and analog telephones issued to academic and administrative departments. It also includes the copper and fiber optic cable infrastructure necessary to provide wired telephone connections. Telephone services, a branch of The Office of Information Technology represents the University in all matters relating to wired telecommunications services. The Finance Office and Telephone Services coordinate the distribution of telephone costs for local, long distance, installation service and other telecommunications services to budgetary accounts.

Telephones:

Any moves, changes, or rearrangements of telecommunications services must be coordinated with the Telephone Services. Departments are responsible for telephones that are lost, damaged or stolen.

All University departments must acquire their telecommunications services thru Telephone Services. Telecommunications services described in the previous sentence include local phone service, long distance service and voice mail.

Telephone services coordinates with the local telephone company to provide service to university owned buildings that cannot be connected to the university telephone system.

Each department is responsible for the cost of its telephone service. Any request for additional lines or upgraded equipment must be submitted by the person with signature authority for the account to which the additions/upgrades will be charged. Such requests must be submitted either in writing or by email to Telephone Services.

All costs associated with installing additional cables for new lines or moves are the responsibility of the individual department. Before any new cables are installed a quote will be obtained from the installation contractor and an authorized representative of the department will sign the purchase order requisition before the request is processed.

Each campus residence hall room is supplied with a working telephone jack and a university telephone number. Housing/Residence life will supply individual students with their telephone numbers.

Local Service:

Local service to Clarksville and surrounding local service areas is provided on all campus telephones.

Long Distance Service:

Long distance service is available on campus phones by the use of forced account codes. Forced account codes for departmental calls will be issued to any employee at the request of the department director. Calls made with those forced account codes will be billed monthly to each department.

Any faculty member, staff member or student may obtain a personal forced account code. Calls made with a personal forced account code will be billed to that individual monthly. Appropriate taxes will be added to personal calls.

Forced account code calls may be made from any off-campus phone that is local to Austin Peay by dialing the remote access number. Both business and personal calls may be made from off-campus and will be billed on the appropriate monthly departmental or personal bill.

Collect calls cannot be accepted.

Operator-assisted and collect calls must be made through a third party such as AT&T, MCI or Sprint.

Voice Mail:

The voice mail system is the property of the Office of Information Technology. All faculty members, staff members and students may have a campus voice mailbox. Departments may also have a departmental voice mailbox. There is no extra charge for a voice mailbox.

Cellular Telephones:

All requests for new cellular telephones must be approved first by the department director, then by the senior administrator. After approval, the person requesting the new cellular telephone will meet with the Telecommunications Manager to determine the appropriate vendor and rate plan. Purchase Order requests for new cellular service must be signed by the senior administrator and the Telecommunications Manager.

University funded cellular telephones are intended to be used for university business. Limited personal use is allowed, but all personal calls must be reimbursed to the university. Personal calls within the allowable minutes of the rate plan must be reimbursed at \$0.16/minute plus any roaming and/or long distance charges associated with those calls. Personal calls outside the allowable minutes of the rate plan must be reimbursed at the actual cost of the calls, including any roaming or long distance charges. Payment for personal calls must be made at the cashier's window when each bill is due. Appropriate taxes will be added at the time of payment.

Telephone services will periodically review the usage and rate plans for all university-funded cellular telephones, and make recommendations for rate plan changes when appropriate.

Appropriate Use:

All telephone services must be used in compliance with all appropriate laws and regulations in the State of Tennessee.