

AUSTIN PEAY STATE UNIVERSITY
POLICIES AND PROCEDURES MANUAL

POLICY NO.: II:06:01 DATE: May 1, 1982
SUPERSEDES POLICY NO.: IV:02:03:03 DATED: March 1, 1978
SUBJECT: Telephone Service Requests
APPROVED: Robert O. Riggs, President Robert O. Riggs

General

The purposes of this policy are to establish procedures for requesting telephone service and to provide a basis for proper cost accounting. This policy does not apply to repair service.

Final Authority

The Director of Institutional Research has the final responsibility for approving, determining feasibility, and in initiating with South Central Bell any changes in telephone service within the University community.

Initiating Authority

A supervisor having responsibility for any area of University operations will have authority to initiate a request for telephone service. Intermediate authority shall be limited to the Vice President for Academic Affairs (through appropriate deans), Vice President for Student Affairs (through appropriate directors), and Vice President for Administration and Development (through appropriate directors) and the Business Manager.

Procedures

The person initiating the request should study carefully what the communication needs of the department are before initiating the request. The Office of Institutional Research can provide, upon request, approximate cost information for minor changes and can arrange, upon request, for a visit by South Central Bell communications consultant if complex systems are deemed necessary.

Requests for service should be made in memorandum form (original and two copies) to the Director of Institutional Research. Each request should contain the following information:

- (1) telephone number, if an existing station;
- (2) departmental budget account number;
- (3) number and type of telephone set(s) desired (regular wall, regular desk, six-button desk);
- (4) number and type of interoffice communication capabilities desired (buzzer for regular sets, dial intercom for six-button sets);
- (5) color of set(s): beige, black, blue, green, ivory, red, white, or yellow;
- (6) location for service - building name and room number(s);
- (7) date by which service is required;
- (8) approval of the appropriate intermediate authorities.

Upon receipt and approval, the Office of Institutional Research will forward the request to the Budget Director for verification of available funds before placing orders with South Central Bell.

The Office of Institutional Research will assign and record necessary order numbers, due dates, and telephone numbers and will retain one copy of the request. One copy will be forwarded to the Business Office, which will charge the departmental account for the installation charges and make the appropriate adjustments to the monthly bill for that department. The third copy will be returned to the initiator of the request for departmental records.