

AUSTIN PEAY STATE UNIVERSITY
POLICIES AND PROCEDURES MANUAL

POLICY NO.: VII:04:02 DATE: May 18, 1984
SUPERSEDES POLICY NO.: II:06:02 DATED: May 1, 1982
SUBJECT: Telephone Repair Service
APPROVED: Robert O. Riggs, President Robert O. Riggs

General

The purpose of this policy is to establish procedures for initiating repair service to campus telephones. Repair is defined as follows: to restore by replacing a part or putting together what is broken; to restore to proper working condition. Examples: broken telephone instruments or wiring, missing telephone instruments or wiring, inability to make outgoing calls or receive incoming calls, malfunction of interoffice communication system (buzzer or dial intercom), interference on telephone line, etc.

Initiating Authority and Procedures

Any supervisor having responsibility (or his/her designee) for any area of University operations will have authority to initiate a request for repair service directly to AT & T Information Systems by calling the repair service number 1-800-242-2121 (no charge).

Limitations

This policy does not apply to request for new service or changes to existing service.