

Office of Technology Services

Telecommunications

Telecom Policies

Networking and Communications Policies

PURPOSE This section describes policies and procedures regarding campus telecommunication services. Common Telecommunication terms and their definitions are provided at the conclusion of this section.

1. GENERAL POLICIES

Networking and Communications is the custodian of the campus inside and outside networking and communications systems and facilities.

Networking and Communications is the campus service department responsible for the procurement and maintenance of networking and communications services.

All service and move, add or change requests must go through the OTS Help Center to ensure successful and timely completion. You can do this by calling the OTS Help Desk at 4-5151, option #1 or by e-mail to phones@towson.edu.

All move, add or change (MAC) requests must be submitted by the Departmental Telephone Coordinator to provide the proper authorization and PeopleSoft department ID for the work to be performed.

The following table details Networking and Communications "Standard Work Completion Schedule".

1.

Type of MAC Request	Work Completion Time(Without Cable)	Work Completion Time(With Cable)
Standard Work Completion Schedule		
1-5 Communication Outlets	7 Business Days	15 Business Days

6-10 Communication Outlets	10 Business Days	20 Business Days
11 or more Communication Outlets	Scheduled based on availability	Scheduled based on availability

All MAC orders that require specific completion dates or expedited work will be forwarded to the Networking and Communications Operating Manager to determine resource availability and scheduling requirements.

Additional charges may apply for work requests that require an outside vendor. In addition, a 40% surcharge will be applied to all rush or expedited MACS that are required outside of the above work completion times.

Any Towson University employee or student can report trouble or service issues.

To facilitate prompt service, users must contact the OTS Help Center for all MAC and trouble issues. The Networking and Communications Department will not be responsible for the successful completion of this work if it is reported outside of the OTS Help Desk.

When new station cabling is to be installed in new structures or existing buildings, Networking and Communications:

- Exercises management control of all inside and outside communications cables, ducts, frames, and distribution closets.
- Reviews building drawings, sizes cables, selects cable routes, and provides engineering specifications for the inside and outside plant.
- Engineers and installs outside cable plant from the closest service point to the building distribution frame. Funding for outside plant pathway and cabling to the service point is provided by the building project budget.
- Installs or arranges installation of telephone riser and station cabling. The tenant departments or building project budgets fund cable riser and station cabling.
- Installs and tests station equipment provided by Networking and Communications.
- The standard telephone instrument for the University is a black, NEC, 16-button Series E D-term. In addition to the standard station equipment, there is a standard

feature class that is issued campus wide. Please see the definitions section at the end of this document for a list of standard features included.

- Administers the reuse or removal of old outside and inside cable plant.

Building project budgets are charged for inside and outside plant pathway construction to the Networking and Communications service point.

To assure individuals' rights to privacy, Networking and Communications protects telephone call records from routine disclosure except when needed by:

- Departments to review monthly bills and charges for validity.
- The Towson University Internal Audit Office for audit of record keeping procedures or for investigative purposes.
- The Towson University Police Department for investigative purposes.
- University Counsel for investigative or legal purposes.

Exceptions to this policy must be approved by the Director of Networking and Communications and the Chief Information Officer.

Tracing or trapping of calls may be performed in the case of threats to life or property. Such traces or traps must be authorized by the Towson University Chief of Police (or designee) or University Counsel.

Telephone calls, telex, or facsimile messages may not be charged to the main campus number, pay phones, or courtesy phones.

RESPONSIBILITIES

Networking and Communications

- Plans, coordinates, and provides for delivery of Networking and Communications services for on-campus sites, including all residence halls with the exception of Millennium Hall, Paca House and Tubman House.

- Provides consulting services to departments for technical and fiscal advice on Networking and Communications matters.
- Acts as the office of record for Networking and Communications cable and wiring documentation.
- In conjunction with Financial Services, provides, at no charge, a web based monthly billing statement for dial tone and usage charges to each department.
- Maintains, through the OTS Help Center, an on-line campus telephone directory for Faculty, Staff, and Students.

Department

- The Departmental Telephone Coordinator authorizes Networking and Communications service work and use of facilities located within areas of departmental jurisdiction. The Departmental Telephone Coordinator consults with Networking and Communications about new telephone installations, telephone moves, and telephone changes that affect the departments station cabling and equipment use.
- The Departmental Telephone Coordinator reviews Networking and Communications billing to determine the validity of the charges and credits to the account/fund number cited.
- The Departmental Telephone Coordinator reviews and updates their departmental faculty and staff phones, FAX numbers and modem numbers on a quarterly basis.

USE OF TELEPHONES ON THE CAMPUS PHONE SYSTEM

Except for residence hall telephones, telephones used on the campus system must be obtained from the Networking and Communications Department. Exceptions to this policy must be approved by the Director of Networking and Communications. All telephones used on the system, including those in residence halls, must be FCC approved.

The Networking and Communications Department will only service equipment that they supply.

PERSONAL USE OF Networking and Communications FACILITIES

Faculty and Staff

University telephones and calling cards are provided to conduct University business. Local personal calls by employees using

University telephones or University calling cards may be permitted subject to approval by the employee's department. Departments that allow personal calls by employees assume responsibility of seeking reimbursement for associated long distance charges. Pay telephones are located throughout the campus for the convenience of students, employees, and the public for conducting personal business.

Students

All charges related to 700, 800, 900 and any other specialty number calls will be the sole responsibility of the students residing in the room that the calls were originated.

ACCESS TO PLANT FACILITIES

To avoid damage to the system or disruption of services to customers, only personnel authorized by the Networking and Communications Department may have access to distribution closets and switch rooms for installation, maintenance, or repair purposes. Exceptions to this policy must be approved by the Director of Networking and Communications and the Director of Systems and Networking.

PROCEDURES

Requests for Networking and Communications Services

The Departmental Telephone Coordinator should contact the OTS Help Center at 410.704.5151 or 4-5151, option 1, for the following services:

- New telephone installation and service
- Telephone moves
- Restrictions or changes to telephone services
- Auxiliary Telephone Equipment (longer station cable, longer phone set cable, headsets, etc.)
- Voice Mail
- ACD information and consultation.
- Cellular telephone services.
- Pager services
- Estimates involving remodeling, renovation, and new construction.
- Telephone, Voice Mail, and ACD Training
- Telecommunication consulting services

The Department Telephone Coordinator must provide the following information to begin the work order:

- Primary contact name (Department Telephone Coordinator), phone extension, building and room number.
- Provide a secondary contact name, extension, building and room number (in the event the primary contact is out or unavailable).
- Provide a detailed description of the move, add, or change (MAC) request.
- Provide building and room number where the work is to be done.
- Provide PeopleSoft department ID for billing purposes. Note: no ticket can be opened without the this information.

Requests for Repair Services (Faculty/Staff & Students)

The OTS Help Center at 410.704.5151 or 4-5151, Option 1, should be contacted and provided with the following information to begin repair services:

- Primary contact name, phone extension, building and room number.
- Provide a secondary contact name, extension, building and room number (in the event the primary contact is out or unavailable).
- Provide a detailed description of the problem or service needed.
- Provide building and room number where the work is to be done.

Billing Assistance

The Departmental Telephone Coordinator should contact the Office of Technology Services at 410.704.5151 or 4-5151, option 1, for the following services:

- Departmental long distance calling cards.
- All Departmental billing related matters.

Restrictions to Service

Departments may control toll access of individual telephones by selecting the appropriate Route Restriction Code. (RRC). For example, a phone could be restricted to only make local telephone calls. Networking and Communications will provide consultation service on request regarding other means of reducing costs including toll fraud preventions.

TELEPHONE DIRECTORIES

The individual and Departmental information found in the campus directory is compiled from the Towson University on-line directory and from information solicited quarterly by each Departmental Telephone Coordinator. Changes to departmental and individual telephone listings should be e-mailed to " phones@towson.edu " by each Departmental Coordinator throughout the year.

BILLING

Charges for Networking and Communications services appear on the department's monthly PeopleSoft report distributed by Financial Services. The Networking and Communications Department, through Financial Services, also provides campus departments with a web based monthly billing statement for dial tone and usage charges.

Unidentified toll charges can be investigated and may be re-billed if necessary by the Office of Technology Services upon request. Charges for long-distance calls may be adjusted if the call was improperly placed or billed in error.

Please contact the Office of Technology Services at 410.704.5151 or 4-5151, option 1, for all billing related matters.

1. PRICING

TYPE OF SERVICE	RATE
<i>TELEPHONE & VOICEMAIL PROGRAMMING FEE</i>	
Programming is charged at \$85 per hour, but if less than 1 hour, it is prorated in 1/2 hour increments	\$85.00
<i>TELEPHONE INSTALLATIONS & RELOCATIONS</i>	
Install wiring, communication port, new outlet, activate new digital telephone service, and activate voicemail (2 data ports/1 voice port)	\$450.00
Install wiring & 1 jack (cabling only)	\$85 per hour + materials
Activate new digital service with voicemail (outlet and wiring already installed)	\$105.00
Activate new analog service - no voicemail (outlet and wiring already installed)	\$85.00
Move existing extension (outlet and wiring already installed)	\$105.00
<i>ONE-TIME TELEPHONE & VOICEMAIL CHARGES</i>	
Cost of new digital telephone	Included in monthly rate
Cost of voicemail box	Included in monthly rate
Change voicemail box 0-out (5 or less)	No charge
Change of voicemail box 0-out (more than 5)	\$45.00
Voicemail box resets	No Charge
Callbox greeting change	No Charge
Additional line appearances per phone	\$45.00

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Call pick-up groups - adds/deletions	\$45.00
Install or replace 15 foot telephone handset cord	\$7.50
Install or replace 25 foot telephone handset cord	\$10.00
Install or replace 25 foot telephone base cord	\$10.00
Shoulder rest for handset	\$10.00
Name display change (5 or less)	No Charge
Name display change (more than 5)	\$45.00
Desi phone sheet replacement	\$5.00
Convert digital line to analog	\$85.00
Convert analog line to digital	\$85.00
Headsets (includes "Headset" and "Release" buttons and desi)	\$260.00
Program "Headset" and "Release" buttons only (desi included, headset is not)	\$85.00
Conference call per 1/2 hour	\$10.00
Line disconnect	No Charge
<i>MONTHLY CHARGES</i>	
Digital telephone service, digital phone, and voicemail	\$30.00
Digital telephone service, digital phone, and Automated Call Distribution (ACD) feature	\$40.00
Residential Service (analog service with voicemail)	\$27.00
Analog telephone service (e.g., FAX line) without voicemail	\$23.00
<i>AUTOMATED CALL DISTRIBUTION (ACD) CONFIGURATION</i>	
Install or add ACD station programming	\$85.00 / hour
<i>NETWORK/DATA OUTLET INSTALLATIONS & RELOCATIONS</i>	
Install wiring, data port, new outlet, connect to access layer equipment, activate data service	\$85.00 / hour + materials

2. DEFINITIONS

Updated: April 1, 2009

- **ACD** --Automatic Call Distributor system. This system queues and delivers incoming calls to a campus call center.
- **AUXILIARY EQUIPMENT** --equipment such as headsets and external bells that are added to telephones, telephone lines, or the telephone system to enhance or modify voice capabilities.
- **COMMUNICATION OUTLET** -- A standard room wall outlet consisting of one voice and two data ports.
- **BUILDING DISTRIBUTION FRAME** --centralized connection point within a building where telephone or data terminal wiring is terminated and cross connections are made to the campus telephone or data networks.
- **DISTRIBUTION CLOSETS** --physical locations in buildings, usually a closet, where centralized distribution frames are located.
- **MAC** --moves, adds or change requests for telephone lines.
- **PLANT PATHWAYS** --routes and support structures through which telecommunication cables are run in a building.
- **ROUTE RESTRICTION** --levels of dialing access such as, campus only, local, in-state, out-of-state and worldwide.
- **STANDARD FEATURES** -- conferencing, call forward all calls, call forward busy, call forward no answer, last number redial, save/repeat a number and one touch speed dialing.
- **STATION CABLING** --communication wire running from a distribution closet to a room wall outlet and jack.
- **STATION EQUIPMENT** --voice, data, and auxiliary equipment furnished to customers.
- **Networking and Communications SERVICES** --services provided to the campus by the Networking and Communications Office, including:
 - Installation, maintenance, repair, consultation, training, and coordination functions related to station equipment (for Faculty and Staff) and the Networking and Communications system.
 - Providing local dial tone to Faculty, Staff, and students.
 - Design, installation and maintenance of the Automatic Call Distributor System.
 - Assignment and maintenance of voice mail boxes.
 - Faculty and Staff long-distance access.
 - Installation and maintenance of campus courtesy, emergency and elevator telephones.
 - Wireless service, including cellular telephones, NEXTEL telephones and pagers.
 - Other services as described elsewhere in this section.
- **TELEPHONE CALL RECORDS** --information or documents that reflect calling and called telephone numbers.