TELEPHONE POLICY

Implementation Date:  July 1, 2009
Revision Date:

BACKGROUND AND PURPOSE

This policy establishes the procedures for the AASU telephone system for University Employees.

RELATED POLICIES

Acceptable Use Policy
Technology Purchasing Policy

OFFICE TELEPHONE OPERATIONS

All office telephones are charged to a departmental budget. The charge for these phones is set yearly. These telephones can be configured to dial campus locations only, local telephone calls only, or open to long distance telephone calls. All long distance if applicable will be charged to the departmental budget. To request an office telephone, contact CIS. These requests must be approved by the requestor’s Director, Department Head, Dean, or Vice President.

Second numbers may also be requested. The charge for second numbers is approximately $20 per month. Employees are permitted to have no more than two telephone numbers. Additional equipment may be necessary (see replacement/upgraded telephone). These requests must be approved by the requestor’s Director, Department Head, Dean, or Vice President.

CONFERENCE ROOM TELEPHONE OPERATIONS

All conference room telephones are charged to a departmental budget. The charge for these phones is set yearly. These telephones can be configured to dial campus locations only, local telephone calls only, or open to long distance telephone calls. All long distance if applicable will be charged to the department. To request a conference room telephone, contact CIS. These requests must be approved by the requestor’s Director, Department Head, Dean, or Vice President.

CLASSROOM TELEPHONE OPERATIONS

All classroom telephones are charged to the Student Technology fee. The charge for each telephone is set yearly. These telephones are configured to dial only locations on campus. These telephones are also only configured to receive telephone calls from University Police.

REPLACEMENT/UPGRADED TELEPHONE

From time to time employees may request or may be required to upgrade the telephone or add a wireless connection to their existing phone. These requests must be approved by the requestor’s Director, Department Head, Dean, or Vice President and also be approved by the Chief Information Officer or the Assistant Chief Information Officer. To request an upgrade contact CIS.
LONG DISTANCE CHARGES

The university pays a long distance fee of approximately $.04 per minute. The telephone system measures long distance usage on each telephone and this fee is passed on to the appropriate department. The use of long distance services must only be limited to official university business only.

AT&T TELEPHONE LINES

From time to time departments or employees may have specific needs that may only be suited by traditional telephone line supplied by AT&T. For those special circumstances, all requests for telephone service must be made through CIS with the approval by the Chief Information Officer or the Assistant Chief Information Officer. The entire cost including installation and monthly charges will be billed to the department. These requests must be approved by the requestor’s Director, Department Head, Dean, or Vice President.