

1.0 Purpose

The purpose of this policy is to define process and rules of behavior related to Columbus State University owned and operated telephone services and equipment.

2.0 Scope

The Columbus State University telecommunications policy applies to all University units and funding sources, and to all University employees and students.

3.0 Policy

3.1 Directories

3.1.1 Columbus State University Campus and BellSouth Directories

Computer Information and Networking Services (CINS) maintains the database for both the online and printed campus telephone directories.

The annual printed directory is distributed in September to departments. Directories are generally limited to one (1) copy per employee.

BellSouth phone books are usually delivered around the same time and are limited to two (2) phone books per department, since BellSouth delivers a set number of books to us.

For employees needing regular access to a BellSouth phone book – we recommend you use the online version that is available from your computers desktop – located in the [CSU Public Menu folder](#).

3.2 Telephone System Services and Features

3.2.1 Telephone Equipment

The campus telephone system is a Centrex based system through BellSouth. It offers many features, including a subscription voicemail service. Telephone users have access to the public telephone network depending on the calling area restrictions on their individual telephone.

1. Types of equipment available for installation on CSU campus:

- Single-line analog telephone sets
- Multi-line analog telephone sets
- Key Systems
- Approved special purpose equipment such as fax machines.

2. Classes of service available for University telephones:

- Campus only dialing.
- Local and Campus dialing.
- Campus, local and long-distance (excluding international).
- Unrestricted (limited to key personnel and requires special authorization).

3.2.2 Voicemail

Voicemail is a voice messaging service that enables subscribers to send, receive, and store messages. It is accessible, with a password, from any "touch tone" telephone, both on and off campus twenty-four hours a day. Messages can be saved, discarded, or redirected to another voicemail subscriber on campus. The voicemail system alerts users to newly received messages by a broken dial tone (stutter dial tone) when users pickup the handset on their phone.

Voicemail boxes come in three sizes and are priced accordingly:

1. 10 messages (standard configuration) - \$4.50 per month.
2. 20 messages - \$6.50 per month.
3. 30 messages - \$8.50 per month.

3.2.3 Effective use of Voicemail

3.2.3.1 Voicemail Greeting

- Identify yourself.
- Establish a standard greeting. "Hello, you have reached Mario Juestel, Computer Information and Networking Services at Columbus State University."

3.2.3.2 Leaving a Voicemail Message

- Identify yourself and subject matter.
- Keep messages brief and clear.
- Keep content of the voicemail appropriate to business.
- Always state the time and date.
- Always leave a call back number and repeat numbers slowly.
- Sign off positively.
- Don't ignore messages. Reply promptly.
- Requests for information that are complete and concise allow the recipient to accurately respond to the voicemail.

3.2.3.3 Checking Messages and Returning Calls

1. Check your messages daily and return messages within 24 hours. If it will take longer than 24 hours, call the person and advise him/her. Callers should feel comfortable that you are checking your voicemail daily.
2. Reply, forward, or delete messages immediately. Keep your mailbox clean. Saved messages kept longer than a week take up needless space in your mailbox since you are only allowed 10 messages total in your mailbox, including saved messages.
3. If you forward a message, be sure to explain to the person to whom you are forwarding the message why you are sending it to them.

3.2.4 International Dialing - Calling Card

For individuals needing to place an international call and do not have access to international dialing from their phone, can borrow a calling card by contacting the office of the Vice-President for Business and Finance.

3.2.5 Billing

1. Telephone billing statements are available online through the GTA website at the beginning of each month listing installation, equipment, service and long distance charges for each line. Direct dial calls or improperly dialed calls cannot be adjusted. Departments are responsible for checking their bill on a monthly basis.
2. Departments have 30 days to request a credit in case of a discrepancy. After that time, no adjustments can be made.

Please contact CINS at 568-2063 if your department currently does not have access to the GTA telephone bill.

3.3 Requesting New and Temporary Telephone Installations and/or Equipment

3.3.1 Requests for Telecommunication Service or Equipment

All requests for telecommunication service and equipment must be approved by Computer Information and Networking Services (CINS). Individual departments may *not* go out and purchase any telecommunications service or equipment on their own.

To establish new service or to request telephony equipment such as telephones or fax machines – a remedy work order must be submitted. The Telephone Systems Manager will then make arrangements for the service and/or will purchase the requested equipment if a genuine need exists.

Departments must be able to justify any new service or equipment requests.

3.3.2 Requesting New Installations

For new telephone installations, submit a Remedy work order. Each form must include the following:

1. Building and room number where service is needed.
2. Type of equipment (single-line phone, multi-line phone etc.) and class of service required for each line.

3. Name of individual(s) using telephone service at each location.
4. Department account number to bill charges to.
5. Name and phone number of a person CINS can contact for order clarification and proper placement of telephones.

Attach a room layout to the request form with the desired location of the telephone instrument designated by a small triangle. Consider the location of existing telephone outlets in the room when locating new installations. Send the form to Mario Juestel, CINS – CCT 147 or fax to 569-3083. Incomplete requests could get delayed. For questions, call 565-7897.

3.3.3 Lead Time for Installation

To ensure timely installation of equipment, allow an appropriate amount of lead time.

- For installation (new service) of one to ten telephone lines in a department, allow 14-18 working days from the time the request is received by CINS.
- Telephone systems involving more than ten phone lines require additional lead time. Contact Mario Juestel in CINS at 565-7897 for an estimate of time required.

3.3.4 Location of Equipment

All telephone terminal and cable facilities must be accessible at all times for installation and repair. Bookcases, ceiling tile, file cabinets, and all other furniture blocking access to facilities must be moved by the requesting department.

3.3.5 Temporary Telephone Installations

CINS will coordinate temporary telephone service for University-sponsored conferences, meetings, and seminars. The sponsoring department will be responsible for all charges incurred which include installation charges, a monthly service charge billed at a one-month minimum, and any usage on the service for the time it is installed and working. For events held on campus, the department must submit a Remedy work order 15 working days prior to the required install date. Service for contractors doing

business with the campus must be handled directly by the contractor and the telephone company.

3.3.6 Modification of a Submitted Order

If changes are necessary after an order has been processed, another Remedy work order will have to be submitted and the work completed at a later date. Telephone installers should not be asked to make changes to the order as they can do only what the order specifies.

3.4 Requesting Changes to Existing Telephone Installations

3.4.1 Requesting Changes to Existing Equipment

For changes to existing equipment, submit a Remedy work order for each line requested. Each form must include the following:

1. Telephone number of the instrument to be worked on or moved.
2. Locations affected by change (i.e., room and building of current instrument location; room and building location to which equipment is to be moved). If the equipment to be moved is in the same room, state that the equipment move is in the "same room."
3. Name and extension of a person familiar with the requested work who the installer can contact for proper placement of equipment.

Attach a room layout to the request form with the new location of telephone equipment designated by a small triangle. All instruments, outlets, and equipment should be accessible at all times. Send the request form to Mario Juestel – CINS – CCT 147, or fax to 569-3083. Incomplete requests could get delayed. For questions, call 565-7897.

3.4.2 Modification of a Submitted Order

If changes are necessary after an order has been processed, another Remedy work order will have to be submitted and the work completed at a later date. Telephone installers should not be asked to make changes to the order as they can do only what the order specifies.

3.5 Disconnecting Telephone Equipment

3.5.1 Disconnecting telephone lines or equipment

Authorized requests for disconnecting telephone equipment must be submitted on a Remedy work order and include the telephone number to be disconnected and date of the last day of service is required. Disconnects cannot be made retroactive. Incomplete requests could get delayed. For questions, call 565-7897.

3.6 Long Distance Telephone Usage

3.6.1 Overview

It is the policy of Columbus State University that the use of the Institute's long distance telephone services is limited to official Columbus State University business. Further, State law precludes Columbus State University employees from using State resources for personal gain or benefit. Personal use is prohibited.

3.6.2 General Guidelines

The department head is responsible for the business and financial operations of the unit, including the development and implementation of appropriate operating procedures and internal controls. Long distance telephone charges are included in this area of responsibility. Unit personnel are responsible for the timely review of all long distance telephone charges appearing on monthly Georgia Technology Authority (GTA) bills. Inquiries related to questioned charges are to be directed to the Telephone Systems Manager. Charges identified as unofficial are to be reimbursed by the caller. Violation of this policy may result in disciplinary action, up to and including termination.

3.6.3 Unofficial Calls

Long distance calls other than those on official Columbus State University business are to be charged to home telephones or personal telephone calling cards. In rare instances where special circumstances are present and unofficial long distance calls are made on departmental telephones, the following steps are to be taken:

- The employee and the department head are to work together in identifying unofficial long distance calls;
- The department head will obtain reimbursement from the employee for the cost of all unofficial long distance calls;
- The department head will complete a journal entry noting the proper department account to receive a credit and make a timely deposit (check or cash) with the Student Account Services department in the Fine Arts Hall;

A copy of the annotated GTA bill noting the unofficial long distance call(s) and cost, and any other supporting documentation is to be retained by the department.

3.7 Cellular Telephones

3.7.1 General Guidelines

It is the responsibility of Columbus State University and each of its budgetary units to implement procedures to effectively use communication services and equipment at the lowest possible cost. With the rapid growth in cellular telephone availability and usage, and with the Columbus State University philosophy of unit based management, heads of budgetary units (Vice Presidents, Deans, School Chairs, Department Heads) or their designee are authorized to acquire cellular telephone service and instruments through Computer Information & Networking Services (CINS).

3.7.2 Guidelines for Acquisition and Use of Institute owned Cellular telephones

An Institute assigned cellular telephone and service may be an appropriate resource to conduct Institute business when it is demonstrated an employee cannot perform his or her duties without a cellular telephone or that improved performance ensuing from a cellular telephone will justify the investment. The department is to maintain the approved justification documentation for each cellular telephone in its inventory. Criteria for determining the need for a cellular telephone - where communications needs cannot be met with other available alternatives such as a paging device, a radio, or standard telephone equipment, a department may issue a cellular telephone to an employee. Examples of conditions under which a cellular telephone may be issued if these criteria are met include the following:

- A cellular telephone is required to enhance directly an employee's job responsibility of protecting the physical safety of the general public.
- A cellular telephone is required for an employee to respond better to environmental emergencies.
- A cellular telephone is required for additional protection for the employee in potentially hazardous working conditions.
- An employee cannot adequately meet communications needs with other available alternatives such as a paging device or a radio.

3.7.3 Personal Usage

Cellular phones assigned to Institute faculty or staff members are for **official business** use only. If a personal emergency arises that requires the use of the cell phone to make a personal call, the faculty or staff member is to notify their department head or supervisor and reimburse the Institute for those calls.

Reimbursement to Columbus State University for any cellular call for personal use should be deposited with Student Account Services by the department, along with a copy of the annotated bill noting the personal call and cost.

3.7.4 Ordering

Computer Information & Networking Services (CINS) will process requests for cellular phones and service upon receipt of an official request showing a legitimate need for such a device. CINS will procure these services via standing agreements available to Columbus State University. In special circumstances, CINS may utilize other agreements obtained from any carrier who best meets the needs of the Institute. Departments are not permitted to contract for cellular services directly.

3.7.5 Payment

Cellular services will be billed directly to the ordering department and are reviewed regularly by both the Telephone Systems Manager and VP for Business and Finance.

Managers of employees using Institute owned telephones are to review all call activity on a monthly basis to ensure no personal calls were made without reimbursement to the Institute. If a manager identifies any non-reimbursed personal calls, which have not been reported by the affected employee, the department will

collect the cost of such call(s) from the employee and take any appropriate disciplinary action.

3.7.6 Privately - Owned Cellular Telephones

Heads of budgetary units may authorize employees to receive reimbursement for business related calls made from privately owned cellular telephones. Such reimbursements shall be for the cost of business related calls only and shall not include any portion of the cost of cellular equipment, installation or basic monthly service fees. Documentation for reimbursement is to include a copy of cellular telephone bill with the business related calls and charges highlighted. For calls over \$3.00, the person or organization called and business purpose is to be noted

3.8 Wireless Communication Devices

3.8.1 Purpose

Section defines when Columbus State University will purchase a wireless communication device or personal digital assistant. Included in this section are standards, acceptable use and support policies.

3.8.2 Definition of a Wireless Communications device

A wireless communications device is any handheld device that may combine computing, telephone/fax, and networking features. Standard attributes include mobility, data synchronization between the device and the desktop and personal information management (PIM) features. These devices are also called personal digital assistants (PDA), Blackberry, Sidekick, Treo, smart-phones, Palm, palmtops, hand-held computers, and Pocket PC computers.

A wireless communications device can enhance productivity in Columbus State University work environments where mobile computing is necessary or advantageous.

3.8.3 Guidelines for Acquisition and Use

Purchase of a wireless communications device and associated software by Columbus State University must be predicated on a justification showing a valid business need beyond the use of the

personal information management (PIM) features (calendar, phone list, to-do list) and be approved by the supervisor. A wireless communications device may be acquired for connection to the Columbus State University network by either an individual or, at its discretion, Columbus State University under the following conditions.

Employees are entitled to a wireless communications device when, in the written opinion of their Director, any of the following apply:

- Their job function involves regular attendance at meetings and their calendars are managed by an Administrative Assistant. The use of a wireless communications device ensures that calendars are synchronized.
- Their job function requires mobile computing and they spend 50 % of their time away from the office.
- Their job function involves working from multiple locations and the wireless communications device is a notebook replacement.
- Their need is for remote access to email and the wireless communications device is a notebook replacement.

Connection of user-owned wireless communications device to the Columbus State University network must have the prior approval of the employee's supervisor. The device must be registered with Computer Information & Networking Services for software inventory purposes. With supervisor approval, Columbus State University shall purchase and install standard software for synchronizing, and backup.

3.8.4 Standards

All wireless communication devices connected to the Columbus State University network, whether supplied by the user or Columbus State University, shall comply in total with the Computer Information & Networking Services standards for wireless communication device hardware and software.

Standard configuration of a wireless communications device shall include: hardware, desktop software, synchronization software, backup software.

3.8.5 Acceptable Use

Computer Information & Networking Services (CINS) has the right to require the removal of specific software or files from a wireless communications device connecting to the Columbus State University network, whether user- or Columbus State University-owned.

Columbus State University-owned: wireless communication devices are assigned to a specific position. When a position for which a wireless communication device was approved is vacated, Columbus State University-owned wireless communication devices, software, and accessories will be returned to that position's supervisor.

User-owned: Upon leaving the position for which a wireless communications device was approved, all Columbus State University-owned software or information will be removed and Columbus State University-owned software and accessories will be returned to Computer Information & Networking Services.

3.8.6 Support

Computer Information & Networking Services will provide support for installation of Columbus State University standard software in connection with a wireless communications device. Support for wireless communications device hardware is via the hardware vendor. Computer Information & Networking Services will perform problem determination activities to establish whether a problem is hardware or software related.

3.8.7 Security

All wireless communication devices connected to the Columbus State University network environment, whether user- or Columbus State University-owned, shall have password protection enabled.

All wireless communication devices may be inspected on a yearly basis for existence of unauthorized software or organization data.

3.9 Fax Machines

Fax machines are limited to one fax machine per department, unless departments are separated into different buildings and a user does not have access to another fax machine in that building. The user must also send or

receive a sufficient volume of faxes per day to justify the addition of a fax machine and a dedicated fax line.

The Telephone Systems Manager will be the final approving authority for these types of requests.

3.10 Telephone Etiquette

3.10.1 Good Telephone Habits for Everyone

Whether answering the phone, or making phone calls, using proper etiquette is a must in order to maintain a certain level of professionalism. Proper etiquette leaves callers with a favorable impression of you, your department, and Columbus State University in general.

You'll also find that others treat you with more respect and are willing to go out of their way to assist you if you use proper etiquette.

3.10.2 Making Calls

When you call someone and they answer the phone, do not say "Who am I speaking with?" without first identifying yourself: "This is _____. To whom am I speaking?"

1. Always know and state the purpose of the communication.
2. When you reach a wrong number, don't argue with the person who answered the call or keep them on the line. Say: "I'm sorry, I must have the wrong number. Please excuse the interruption." And then hang up.
3. If you told a person you would call at a certain time, call them as you promised. If you need to delay the conversation, call to postpone it, but do not make the other person wait around for your call.
4. If you don't leave a number/message for someone to call you back, don't become angry if they are not available when you call again.

3.10.3 Basic rules

- Answer incoming calls quickly... before the 3rd ring if possible.
- Before picking up the receiver, discontinue any other conversation or activity such as eating, chewing gum, typing, etc that can be heard by the calling party.
- Always open with good morning, afternoon, or evening, the department, and identify yourself ("Good morning, CINS, this is Mario").
- Speak slowly and distinctly.
- Use simple, uncomplicated language.
- Always state the purpose of your communication clearly.
- Listen actively- so your time is limited on the phone.
- Stay calm, try to remain diplomatic and polite.
- Always show willingness to resolve the problem or conflict.
- Learn to listen to others without interrupting them.
- Be as helpful as possible.
- Use the hold button when leaving the line so that the caller does not accidentally hear conversations being held nearby.
- Always return calls promptly (within 24 hours).

3.10.4 Taking Messages

A message should always give the caller's name, company, phone number and, if necessary, the best time to return the call. Failure to return calls is one of the most common complaints in business.

3.10.5 Speakerphone Etiquette

Always ask permission of the other person before talking to them on the speakerphone, and be sure to identify other people in the room.

3.10.6 Transferring Calls

- Transfer callers only if you are certain that you cannot help the caller, and you are reasonably sure the person to whom the caller is being transferred can help the caller.
- Give an explanation of why you are transferring a caller. Avoid expressions such as: "Just a minute" and "Hold on."
- Always give the caller the phone number and name (person or department) of the person you are transferring to.
- Stay on the line until someone answers whenever possible to provide a smooth transition for the caller.
- After explaining to the caller that you are unable to answer his/her question, ask the caller if you can transfer the call to the appropriate office.
- If the caller seems annoyed about being transferred, suggest a callback rather than risk poor customer service. Unknown to you, the caller may have been bounced from one wrong number to another.

3.10.7 How to End Conversations Gracefully

There are several ways that you can end a long phone call without making up a story or sounding rude:

1. Leave the conversation open.
2. Promise to finish your discussion at another time.
3. End on an "up" note.
4. Tell the person how much you've enjoyed speaking with him/her.

As long as you are honest and polite with the other person, you shouldn't have any problems getting off the phone and onto something else.

3.11 Service Level Agreement

It is the goal of Computer Information and Networking Services to resolve any minor telephone related outage within 2 business days from the time the trouble has been reported via Remedy. Minor outages are defined as individual users not having telephone service.

Major outages such as a whole building not having service will be escalated and usually resolved in less than 1 business day.

Occasionally, it may take longer than 48 hours to resolve a problem, especially if the problem is related to underground or building wiring. In this case, we will try to advise the user of an expected resolution date.

3.12 Maintenance of Equipment

Maintenance is usually performed on equipment that is turned-in to CINS and before it is redistributed to departments.

Departments may also submit a Remedy work order to have fax machines and other telephony equipment serviced. The cost of parts will be billed back to the requesting department.

3.13 Equipment Replacement

Equipment which has been damaged or is no longer functioning will be repaired or replaced with refurbished equipment whenever possible.

Equipment will *not* automatically be replaced due to age, aesthetics or just because a user would like a “newer” model or additional features that aren’t really necessary.

A user can also be held liable if he or she willfully damages, destroys or loses Columbus State University owned equipment.

The Telephone Systems Manager will make the decision on all related telephony equipment – it is at his sole discretion to either repair, replace with refurbished or new equipment.

3.14 Limits on Telecommunication Services and Equipment

One of the duties assigned to the Telephone Systems Manager is to monitor spending on telecommunication services and equipment. Occasionally, the Telephone Systems Manager may set limits to telecommunication services or limit telephony equipment purchases if it is in the best interest of Columbus State University.