FP-19: Telecommunications Policy

I. Long Distance Telephone Calls

ETSU communication facilities are provided for University business purposes. Personal use of these facilities should be limited to emergencies only and must be approved by the budgetary unit head for each departmental account. Only University business related calls and faxes are chargeable to University accounts. Any personal long distance calls on ETSU phones must be reimbursed to the University.

Employees who have a need to make personal long distance calls are encouraged to use a personal long distance PIN. Employees may receive a personal Resicom PIN through ETSU'sOffice of Information Technology. The ETSU phones have been programmed to make the use of the Resicom PIN convenient. Employees simply dial the long distance number normally, enter their personal PIN after the tone and are connected to the Resicom.

The budgetary unit head is responsible for controlling personal use of ETSU communication facilities for their unit as well as ensuring that all employees in the unit are aware of this policy. They are also responsible for reviewing the monthly billable Calls Reports for accuracy to determine compliance with this policy.

Employees must report and reimburse the University for all personal calls billed to the university on the Billable Calls Report. Reimbursement shall be made at the Cashiers window in the Office of the Comptroller and will include the cost of the call(s) plus state tax. **No exceptions shall be made to this requirement**.

II.Cellular Telephones

See FP-31

III. Request for Services

University departments may request telecommunications services using the "Telecommunications Requisition Form" available from the Office of Information Technology web site (https://www.etsu.edu/its/forms.php). This form covers the addition of a telephone, the move of a telephone, or the change in software features on the instrument.

The "Telecommunications Requisition" must be properly completed and signed by the department head and dean/director before it will be processed by the Office of Information Technology. Requisitions without proper signatures will be returned.

The Director of Budget must sign the requisition if additional monies will be used (adding a telephone, change in software, etc). The cost for various services are shown in Exhibit 19.B. Voice Mail request may be initiated via a departmental memo listing the user's name and telephone number.

All questions concerning the requisition of services should be directed to the its Help Desk at 9-4648 or via email at itshelp@etsu.edu

Links to Exhibits and Forms

Telephone Billing Information - Information Technology Services