



TELECOMMUNICATION SERVICES POLICY

Area: University
Subject: Telecommunications
Applies To: University
Sources: Vice President for Information Technology

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I. Purpose

The purpose of this policy is to establish operational policies for use of University provided telecommunication services.

II. Policy Statement

It is the policy of Georgia Southern University that all use of telecommunications equipment and services will comply with the University's Appropriate Use and Board of Regents policies and shall be in compliance with local, State and Federal regulations and codes.

1. Authorized Telecommunication Services

Only authorized telecommunication services and equipment shall be utilized. The Director of Telecommunications is the sole authority on determining services and equipment that can be used for University business. This does not prohibit the use of personal cell phones for conducting University business insofar as paragraphs 2, 3 and 4 of this policy are satisfied.

2. Use of non-University owned telephone services

When a telephone service (number) is published as a general contact point for a public service (e.g. Admissions, Library), a function (e.g. Help Desk, Marketing), or a venue (e.g. Performing Arts Center) a University controlled telephone service will be used. The use of personal phone numbers is prohibited in such cases.

3. Appropriate Use of Telecommunication Services

All University telecommunication services shall be used for official University business. Violators may be subject to prosecution pursuant to the provision of Georgia Code annotated section S-16-8-5.

4. Prohibited Actions and Services

The following actions and services are prohibited in the use of University telecommunication services:

- a. receiving collect calls
 - b. unauthorized call forwarding to off campus telephone numbers
 - c. third party billing calls or services
 - d. 411 information services
 - e. 900 services
 - f. unauthorized recording of phone conversation
5. Location Based Services
The telephone systems operated by the University will provide, if technically possible, the current location information for every telephone to the local phone carriers who then passes this information onto emergency response centers for the purposes of responding to emergency calls.

III. Exclusions

Any exclusions from prohibited actions must be approved, in writing, by the Vice President for Information Technology.

IV. Procedures

1. Transparency of Services and Costs
The Telecommunications Director shall maintain a university-accessible website that documents current capabilities, service level agreements, costs of services, service procedures and other information concerning the operation of telecommunication services.
2. Reports
The Telecommunications Director shall provide reports of telecom services utilization in accordance with the Appropriate Use policy.
3. Service Agreements
The Telecommunications Director shall maintain Service Agreements (SLA) which outline the procedures for requesting and receiving service.

All service requests submitted electronically via the Telecommunications website at: <http://services.georgiasouthern.edu/telecom/workorders>

4. Services

By arrangement with the Office of the Controller the University shall budget for and transfer to the appropriate operational budgets of the Director of Telecommunications sufficient funding to provide the following services for all University operated functions:

- 911 emergency service
- Local calling,
- Long Distance calling
- Outbound Toll-Free calling
- Voice mail

5. Trouble Resolution

The Director of Telecommunications shall use a work-order system and develop a protocol and priority schema for addressing user trouble scenarios. Situations involving emergency service creation or restoration shall always take first priority over other trouble situations. Emergency services are defined as:

- a. Life Safety & Support
- b. Disaster Response & Recovery
- c. Critical to operation of the university