**Texas State Telephone Services UPPS No. 05.03.10**

**Issue No. 9**

**Effective Date: 01/05/2024**

**Next Review Date: 10/01/2027 (E3Y)**

**Sr. Reviewer: Director, Information Technology Business Operations/Services**

# **POLICY STATEMENT**

Texas State University is committed to establishing appropriate use and maintenance of telephone services for the university community.

# **01. PURPOSE**

01.01 The purpose of this policy is to establish procedures for Texas State University’s telephone service consisting of information, installation, support, and maintenance.

# **02. PROCEDURES FOR PERSONAL TOLL TELEPHONE CALLS**

02.01 Employees should not accept collect calls except in cases of emergency.

02.02 Employees shall utilize their own long distance PIN whenever placing a long distance call that requires entry of a PIN. Long distance PINs are confidential and never shared for any reason. PIN owners are responsible for all calls made using their PINs. Requests for long distance PINs can be initiated by contacting the [Information Technology Assistance Center (ITAC)](https://itac.txst.edu/contact.html).

## **03. PROCEDURES FOR PAYMENT OF TELEPHONE BILLS**

03.01 The account manager shall ensure that their employees charge only business-related long distance calls to university accounts (see [Texas Penal Code Sec. 39.02](http://www.statutes.legis.state.tx.us/Docs/PE/htm/PE.39.htm) and [State Ethics Advisory Commission Opinion No. 372](https://www.ethics.state.tx.us/opinions/partII/372.html), dated 08/08/97).

03.02 The director of Information Technology Business Operations/Services, or designee, will bill annually for telephone service that includes a combined service charge for both local and long distance calls.

03.03 The account manager shall ensure that all telephone service charges are charged to the appropriate account.

a. The account manager may not make retroactive adjustments to the charges.

b. Sponsored program account managers must ensure that telephone expenditures comply with funding source provisions. If such expenditures are disallowed or over-expended, the sponsored program account manager must identify an alternative source of funds for the expenditures.

# **04. PROCEDURE FOR REPORTING EQUIPMENT FAILURE**

04.01 Equipment failure should be reported to ITAC at 512.245.4822. When reporting a failure the [Telephone Service Request form](https://itac.txst.edu/forms/phone-service.html) be completed; and the reporting party should provide the telephone number, building and room number, nature of the problem, and the contact person.

## **05. PROCEDURES FOR NEW INSTALLATIONS AND VOICEMAIL**

05.01 The applicable account manager should authorize, initiate, and direct new installation requests to ITAC via email at [itac@txstate.edu](mailto:itac@txstate.edu) or by submitting a [Telephone Service Request form](https://itac.txst.edu/forms/phone-service.html).

05.02 All faculty and staff will receive a voice mailbox as part of a new installation, unless otherwise specified.

**06. PUBLISHING TELEPHONE INFORMATION**

06.01 Telephone information will be published in a campus directory, a confidential employee directory, and a KWIKFONE quick reference guide. The information for all directories will be taken from the Human Resources database, and employees should report discrepancies to Human Resources.

a. Campus Directory – a website created and maintained for use by Texas State students, faculty, and staff with active NetlDs (i.e., login is required for access). The site will include the following features:

1) a downloadable, alphabetical listing of campus organizational units and their location and contact information;

2) a downloadable, alphabetical listing (updated nightly) of all faculty, staff, and retirees (excluding non-regular and student employees), along with their university location and contact information; and

3) a search function that facilitates directory searches of the information contained in these listings by name, NetlD, department, and other attributes.

Because this directory is intended for internal use only, administrative heads and employees will be encouraged to list numbers answered directly by a person (as opposed to recordings) to maximize business value.

b. KWIKFONE Quick Reference Guide – This directory will be a one-page, quick reference, aggregation of the telephone numbers of all campus organizational units.

# **07. REVIEWERS OF THIS UPPS**

07.01 Reviewers of this UPPS include the following:

Position Date

Director, Information Technology October 1 E3Y

Business Operations/Services

Director, Infrastructure Services October 1 E3Y

Assistant Vice President October 1 E3Y  
Information Technology

Assistance Center

# **08. CERTIFICATION STATEMENT**

This UPPS has been approved by the following individuals in their official capacities and represents Texas State policy and procedure from the date of this document until superseded.

Director, Information Technology Business Operations/Services; senior reviewer of this UPPS

Vice President for Information Technology

President