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

**Issue No. 8**

**Effective Date: 09/02/2020**

**Next Review Date: 08/01/2023 (E3Y)**

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

# **01. POLICY STATEMENTS**

01.01 The purpose of this policy is to establish procedures for Texas State University’s telephone service that consists 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). Contact information for ITAC can be found on their [website](https://itac.txstate.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, Information Technology Business Operations, 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 following [form](https://itac.txstate.edu/forms.html) can 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 [form](https://itac.txstate.edu/forms.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 is published in a campus directory, a confidential employee directory, and a KWIKFONE quick reference guide. The information for all directories is taken from the university's 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 includes 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 are encouraged to list numbers answered directly by a person (as opposed to recordings) to maximize business value.

b. Confidential Employee Directory – A separate and confidential employee directory is produced for distribution only to the president, vice presidents, and Human Resources. This directory includes employees' home addresses and home telephone numbers in addition to their campus contact information.

c. KWIKFONE Quick Reference Guide – This directory is 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 August 1 E3Y

Business Operations

Director, Network Operations August 1 E3Y

Assistant Vice President August 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; senior reviewer of this UPPS

Assistant Vice President for Information Technology Business Operations

Vice President for Information Technology

President