



UNIVERSITY POLICY

SUBJECT:	INFORMATION SERVICES AND TECHNOLOGY	TITLE:	VOICE NON-CELLULAR TELEPHONE ALLOCATION AND EXPENSE		
CATEGORY: Check One	Board of Trustees <input type="checkbox"/>	Presidential <input type="checkbox"/>	Functional <input checked="" type="checkbox"/>	School/Unit <input type="checkbox"/>	
Responsible Executive:	Chief Information Officer		Responsible Office:	Information Services & Technology	
CODING:	95-01-08-02:00	ADOPTED:		AMENDED:	
			LAST REVIEWED: 06/04/2012		

I. PURPOSE

This policy governs the allocation of non-cellular telephones, associated charges, and the service and maintenance of user accounts in conjunction with the adoption, installation and ongoing support of Unified Communication / VOIP telecommunications facilities throughout the University.

II. ACCOUNTABILITY

Under the direction of the President and the Senior Vice President for Administration, the Chief Information Officer, IST Director(s) and Departments, Schools and Units IT management shall implement and ensure compliance with this policy.

III. DEFINITIONS

- A. **IDT** – an Interdepartmental Transfer (IDT) is established to provide a mechanism for a Service Department to recover costs associated with the provision of goods or services to User Departments on a University-wide basis.
- B. **Non-Cellular Phone** – a cordless or non-cellular telephone is used only within the short range of a single, private base station (in contrast to a cellular phone that that can make and receive telephone calls over a radio link while moving around a wide geographic area).
- C. **Telecom Charges** – charges related to the purchase, use and installation of communication-related devices and services including, but not limited to, mobile communication devices, telephones, calling cards, authorization codes and teleconference services.
- D. **Unified Communications** – Unified Communications (UC) is the integration of real-time communication services such as telephony, instant messaging (chat), presence information, and audio/video conferencing. UC is not a single product, but a suite of products that provides a consistent, unified user interface and user experience across multiple devices and media types.
- E. **Voice over Internet Protocol (VOIP)** – Voice over Internet Protocol (a.k.a., Voice over IP, VoIP) is a family of technologies, methodologies, communication protocols, and transmission techniques for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks such as the Internet. Unlike circuit-switched networks, IP doesn't require a dedicated connection for an entire call.

IV. REFERENCES

- A. Rights & Responsibilities for the Use of University-Accessed Electronic Information Systems [00-01-10-40:00](#)
- B. Cancellation of Access to University Assets [00-01-10-160:00](#)
- C. Telecom Expense Allocation and Usage Policy [00-01-95-25:00](#)

V. POLICY

The University's non-cellular telephones are provided by Information Services and Technology (IS&T), which solely owns them.

A. Requirements

Non-cellular telephone allocation, charges and maintenance requirements are as follows:

1. Allocation

- a. IS&T will provide each user who is part of the UC upgrade effort with a non-cellular UC/VOIP telephone. The default model, which is allocated based upon an individual's business need, will be provided. The user may upgrade the model they receive at an additional cost and with appropriate managerial approval.
- b. To obtain a different model, the Non-Cellular Telephone Model Upgrade Request Form must be completed and approved. Request forms that do not specify a valid billing index number will not be honored. Managers and Directors may not approve their own model upgrade. The models available and associated pricing, including model-specific maintenance fees, may be found on the University portal under the Administration Tab/IS&T Channel/Request Services section.

2. Charges and Maintenance

- a. Departments and Units are responsible for all charges incurred for non-cellular phones. The monthly phone charge is assessed on a per telephone device basis. If a single telephone line has more than one physical telephone device associated with it, each telephone device is billed separately.
- b. IS&T distributes telephone charges to individual departments via inter-departmental transmittal (IDT). Departments must provide a valid billing index(es) to IS&T for the monthly IDT and review their monthly financial reports for appropriateness.
- c. Non-cellular telephones are the property of the University. An inventory of all installed phones is maintained by IS&T. When no longer used, phones must be returned to IS&T to avoid incurring ongoing monthly charges.

Refer to the University's Telecom Expense Allocation and Usage Policy for further information regarding IDT and billing.

B. Responsibilities:

Departments are responsible for reporting to IS&T any changes affecting telecom service, including changes to a user's status (e.g., termination or transfer).

By Direction of the President:

Chief Information Officer

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