

ADMINISTRATIVE DIRECTIVE

6.3 Telecommunications

I. Purpose

To provide voice and data telecommunications services and equipment to the faculty and staff of the LSU Health Sciences Center-Shreveport campus and its satellites. Auxiliary Enterprises and Services has the responsibility for the acquisition and maintenance of all telecommunications equipment and services at LSUHSC in Shreveport. Telecommunications services for all state agencies are regulated by the Office of Telecommunications Management (OTM) within the Division of Administration in Baton Rouge. The procurement of all telecommunications services including paging, fax machines, calling cards, etc. must be approved by OTM and the Director of Auxiliary Enterprises and Services at LSUHSC-S.

II. Institutional Regulations

Telephones at LSUHSC-S are provided for the conduct of state business, therefore incoming and outgoing personal phone calls should not interfere with the purpose for which the telephones have been provided. Personal local or long distance telephone calls are prohibited by Administrative Directive 2.8.1. Coin-operated telephones are centrally located throughout the Health Sciences Center campus.

III. Procedures for Dialing

- A. In-house - Only the four-digit extension is required to dial an in-house phone if dialing from an in-house phone.
- B. Local - Dial 9 + phone number for local phone calls. Some phones at the Health Sciences Center are designated in-house only. If so, an out-of-order tone will sound if 9 is pressed as the first digit.
- C. Toll Free (1-800) - Dial 9 + 1 + 800 + phone number for toll free calls. All other toll-free area codes are dialed in this manner also (i.e. 888, 877). All phones that have local dialing access can dial toll free. **Do not dial 9 + 800** as a long distance charge will be incurred.
- D. Long Distance (continental United States) - Dial 9 + area code + phone number for long distance calls inside the continental US. Do not dial 9 + 1. Many telephones are restricted from long distance access. If so, an out-of-order tone will sound after dialing the long distance number.

- E. International (North America outside of US) - Dial 9 + 1 + area code + phone number for international calls within North America. Many telephones are restricted from North America international access. If so, an out-of-order tone will sound when the complete number has been dialed.
- F. International (outside of North America) - Dial 9 + 011 + country code + phone number for international calls outside of North America. Most telephones are restricted from world-wide international access. If so, an out-of-order tone will sound when 9 + 011 is dialed.
- G. Calling Card Calls - Dial 9 + 0 + area code + phone number to place a direct dial calling card call. A prompt will then request you enter the calling card number. Calling card calls may be placed from any phone with local access.

***If a restriction prevents a caller from making necessary calls, the department head may submit a memo requesting the desired access to Telecommunications. Be aware that increased access increases the risk of abuse and fraud on that particular telephone. The department is responsible for all charges incurred on all telephones.*

IV. Telecommunications Equipment

A. Telephone Sets and Accessories

1. Procurement

Telephones and related accessories may be obtained in the Telecommunications office, room G-112, via an internal transaction. An adequate stock of all common telephone sets is kept in our office. Should the department require specialty telecommunications items, they may be ordered through our office to ensure compatibility with the existing telecommunications system. A department may obtain telecommunications equipment such as answering machines individually at the risk that they may not be compatible with the telecommunications system. Other telecommunications devices such as pagers/beepers, fax machines, etc. **cannot be purchased directly by the departments** without OTM and the Telecommunication office's approval although OTM has issued an exemption for fax machines costing less than \$500. Pagers serviced by our in-house paging system are also exempt but state-wide or nation-wide pagers must be procured through the Telecommunications office. Employees cannot purchase these items personally and expect reimbursement from the institution without prior written approval.

2. Maintenance/Repair

All telephone equipment and supplies installed by Telecommunications are provided with a one-year warranty which excludes negligence and/or abuse. If a telephone set becomes inoperative within one year of install, it will be replaced. After one year, the telephone, with an accompanying

internal transaction, can be taken to Telecommunications and repaired in-house or sent to a contracted vendor for repair at the department's expense if so desired. If the telephone cannot be repaired, the department will submit an internal transaction to Telecommunications for replacement if so desired.

B. Pagers/Beepers

1. Local paging - An in-house beeper system is provided for Health Sciences Center use. It has a range of up to 25 miles from the campus. Beepers may be obtained by submitting an internal transaction to the Hospital Switchboard.
2. Out-of-area paging **cannot be obtained** directly by the department. If a department is in need of national, state-wide or regional paging, an internal transaction specifying the user name, required coverage area and necessary features shall be sent to Telecommunications. All paging services not obtained through the Hospital Switchboard must be obtained or approved by OTM as per the Division of Administration. Our Telecommunications office keeps pagers in stock and has the ability to program them for state-wide, regional or nation-wide coverage.

C. Fax Machines

1. Procurement
Fax machines are considered telecommunications equipment by the State of Louisiana and thus are governed by OTM. A state contract is in place with various fax machines available for purchase. Auxiliary Services and Purchasing have the state contract list available for review. If a department wishes to purchase a fax machine not on state contract, a requisition along with a detailed justification of why a state contract listed machine is not suitable must be submitted to Purchasing. The information will be forwarded to Auxiliary Services who will submit the information to OTM for review. OTM will then reply as to whether the request is declined or whether the institution may bid the item for purchase locally. **OTM has given the Health Sciences Center blanket approval to purchase fax machines which cost less than \$500 through our normal purchasing channels which in our case is to submit a requisition to Purchasing for the model desired.**
2. Maintenance/Repair
The Communications Technologies office has a contract for the repair of most brands of fax machines. Call 6506 for repair and maintenance services. If there is no contract for your brand of fax machine and your department has not obtained a maintenance contract on the piece of equipment, a Repair Request form must be completed and submitted to Purchasing for repair. The department should ensure that the fax machine does have dial tone before requesting repair. If no dial tone is present, contact Telecommunications so they may check the telecommunications service to that jack.

D. Calling Cards

Calling cards may be obtained by submitting a written request for such to the Vice Chancellor of Business and Reimbursements. The request must include

a detailed justification of why the card is required. Calling cards are provided only to personnel whose duties require that they frequently make

long distance calls from locations other than their official domicile. Individuals assigned calling cards will be responsible for their proper use and protection. When requesting a calling card the following information should be given:

- User's name
- Department
- Account number for calling card charges
- Justification of need

V. Telecommunications Service

A. New Service

Telecommunications service is generally defined as having dial tone. To obtain new service, forward an internal transaction to Telecommunications listing the following information:

- User
- Location (building, floor, room #)
- Contact person
- Contact phone number
- Features required (*see Basic Features for those available)
- Date needed by
- Account number for installation costs (if applicable)
- Account number for recurring local service charges
- Account number for toll charges (long distance, international)
- Other special instructions

New service is usually possible within one week to ten days depending on location. Satellite areas need to provide Telecommunications with the same information. Off-site locations generally will require up to 30 days before completion of work due to the reliance on an outside vendor and must be coordinated through OTM.

B. Change in existing service

To move existing service to another location, submit an internal transaction to Telecommunications listing the following information:

- Move from location (inc. building, floor, room #)
- Move to location (inc. building, floor, room #)
- Contact person
- Contact phone number
- Date needed by
- Other special instructions
- Account number for moving charges (if applicable)

Changes in existing service can usually be completed in one week to ten days depending on the location of where the service is to be moved.

C. Cancel service

Forward a memorandum to Telecommunications requesting that telecommunications service cease. Give the phone number and room number where the service exists. The telephone service will be disconnected remotely and billing ceased at the end of that billing month.

D. Basic Features

- Call Coverage - Where calls are to ring to when extension is busy or not answered. Extensions can have up to 3 coverage points, distinguishable between internal and external calls, including voice mail.
- Pickup Groups - Groups of extensions may answer each others calls using a pickup button or a feature access code of *6. Extensions in a pickup group should be within close proximity of one another.
- Voice Mail - Available with the approval of the department or budget head or Hospital Administrator if in the hospital for emergent needs only.
- Long Distance or International Capabilities - Available with the approval of the department or budget head.

E. Expansions/Renovations

Departments planning expansions, moves, or renovations need to contact Telecommunications at 6505 in the early planning stages. This allows Telecommunications to ensure adequate supplies and personnel on hand to accommodate each department's communications needs. This will also ensure no loss of telecommunications service during the transition period due to insufficient notice.

VI. Maintenance/Problems

A. During Normal Business Hours

When telephone equipment becomes damaged or inoperative during normal working hours it can be reported to Telecommunications at 6505. After receiving the report, the technician will determine the nature or extent of damage and will either arrange for repair or replace the faulty equipment. If equipment is replaced, the department will have to provide an internal transaction for the cost of the equipment.

B. After Normal Business Hours, Weekends, Holidays

After normal working hours, minor problems should be left on the voice mail of extension 6505. Emergencies should be directed to the Hospital Switchboard who may contact the technicians or local vendors if deemed appropriate.

VII. Directory Listings

A. White Pages

The Shreveport/Bossier City local telephone directory white page listings are submitted each year in July for the next year's distribution of telephone directories. The listings are reviewed and corrected at renewal each year by Information Services. All departments are encouraged to check their white pages listings and notify Information Services of changes or corrections for

submission on the next annual update. Additions may be submitted to Telecommunications before the month of July to be included in the following year's directory. An account number will have to be provided for the charges incurred.

B. Yellow Pages

Yellow pages advertising is not regulated by OTM and as such Auxiliary Services only serves as a consultant in this matter. Yellow page advertising is purchased directly by the department and the department deals with the vendor exclusively on order, problem and billing issues. Yellow page advertising must have corresponding white page advertising, thus when yellow page advertising is initiated a corresponding request needs to be made for a white page listing through Telecommunications.

There has been some concern about the legality of yellow page advertising. As Louisiana law La.R.S. 43:111 restricts advertising, departments are encouraged to seek the counsel of the Coordinator for Legal Affairs before initiating any yellow page advertising.

VIII. Telephone Directories

A. Local City Directories

The local Shreveport/Bossier City directories are distributed by Telecommunications when received; usually each February. A stock is maintained throughout the year for staff additions, losses, etc. The old local directories are returned to Telecommunications when the new ones obtained and are made available to local entities participating in recycling programs.

B. In-house Directories

The in-house directory database is maintained and updated by Telecommunications. The departmental directories are printed by the Print Shop and are purchased by Telecommunications for distribution to the departments free of charge; usually once a year. Large print directories which include an employee listing are available for purchase in the Print Shop and the Health Sciences Center Bookstore.

C. State of Louisiana Directories

State of Louisiana directories are provided each year by the Office of Telecommunications Management. They list various state agencies and their phone numbers through the state of Louisiana. These directories are available in the Telecommunications or Information Services offices.

IX. Billing

Local and long distance charges are billed to the departments at the end of each month and detailed reports sent to departments. Calling card, circuit and other outside-vendor related charges are billed to the departments as those invoices are received in the Telecommunications office. Please check your billing report for correct extension, user name, account number and any signs of abuse such as recurring calls to an unfamiliar phone number or excessively long calls.

X. Fraud

A. Internal

Personal toll calls (regardless of long distance, conference, etc.) are considered fraud. It is strictly prohibited by state law for an individual to place telephone calls for which charges are the responsibility of the state. Employees or individuals found to be making personal toll calls will be responsible for the charges incurred and may face disciplinary and/or criminal action.

B. External

Toll fraud is rampant in the United States and other countries at this time. Do not give information regarding the telecommunications system or its features to anyone without confidence that they will not use the information to defraud the state. The in-house telecommunications technicians will only ask for your telephone type, extension and room number. An outside vendor technician, such as Bell South or AT&T, will never call to obtain information about our telecommunications system, to repair the system or a phone, or to see "if something works." We have had numerous instances of callers claiming to be telephone company employees calling from outside requesting to be transferred to 9 - 0. **Transferring anyone to 9 - 0 accesses them to an outside operator and this may give them unlimited calling power at the state's expense.** Any telecommunications related calls that you are suspicious of should be referred to or if possible transferred to Telecommunications or University Police.

