

# North Dakota State University

## Policy Manual

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### SECTION 701

### TELECOMMUNICATIONS

SOURCE: NDSU President

1. NDSU owns and operates its own Private Branch Exchange (PBX), and is managed by University Telecommunications in the Facilities Management Department. University Telecommunications is responsible for the oversight, planning, procurement, coordination and management of the University's transport facilities, telecommunications switching systems, voice processing systems, CATV systems, and related software systems, as well as the installation, expansion and 24-hour maintenance of these systems. Telecommunications responsibilities also include the administration, marketing, customer service, and billing of resale systems for departmental and student telephone lines, long distance, and other service provided by Telecommunications.

University Telecommunications currently contracts to Network Services Division of Information Technology Services on a time and materials basis to engineer, design and maintain the above equipment and systems.

2. **Calling Procedures:** On-campus calls are dialed by using the last five digits of the telephone number; local off-campus calls are dialed after first dialing "9." Long distance calls, including international calls, made from a University telephone can be made most cost effectively by dialing direct, with the use of an authorization code. Other calls may be made by personal credit card, calling collect, or through "BISON LINES," NDSU's long distance billing service. The University also provides corporate long distance calling cards for placing calls when traveling on official University business. The use of over the counter long distance calling cards for University business is unauthorized unless approved by the appropriate vice president or provost. (The reasons for this restriction include lack of accountability in auditing of phone calls and the negative effect such cards have on pricing of telecommunications within the University.)
3. **Voice Mail:** Most administrative telephones on campus are equipped to receive and record voice mail messages. Voice mail is also available to students residing in the residence halls on a subscription basis. Follow the directions you hear when you place the call.
4. **TDD/TTY Phones (Telecommunication Device for the Deaf):** The department of Student Financial Services has TDD/TTY equipment to handle incoming and outgoing TDD/TTY calls. To contact other offices at NDSU, dial RELAY NORTH DAKOTA at 1-800-366-6888 (TTY). Requests for hearing devices attached to standard telephones may be made to the Telecommunications department.
5. **Telephone Administrator Program:** Designated departmental representatives have been trained to design how the telephone system functions within individual departments, tailoring efficiency potential. It is the telephone administrator's responsibility to represent their respective department and subsequently coordinate its requirements with the Telecommunications department. All communications regarding telecommunications services will be coordinated through these departmental telephone administrators. A listing of telephone administrators is maintained in the Telecommunications department.

6. **Services and Equipment:** Basic telephone service is available to all University departments, which includes a campus telephone line equipped with standard features, a standard analog telephone set, and upon request a standard voice mail box. Monthly line charges are assessed to the respective departments based on actual cost, capital expenditures, and recovery of University costs associated with acquisition, provision and maintenance. In addition, each department is charged for directory assistance, inter and intrastate long distance, and specialized equipment; e.g., multi-line digital telephones, speaker phones, paging systems, etc.
7. **Telephone Adds/Moves/Changes:** A department requiring a change or addition in telephone service must request such service through the designated departmental telephone administrator, who will complete and forward the necessary paperwork to the Telecommunications department. A "Request for Telephone Service" form may be obtained at <http://www.ndsu.edu/telecommunications/staff/>.
8. **Telephone Trouble Reporting:** Problems or malfunctions in campus telephone service or equipment should be reported to the respective departmental telephone administrator, who will forward the information to the Telecommunications department. In emergency situations after University normal business hours, trouble should be reported to the campus operator (DIAL 0).
9. **Long Distance Resale:** "BISON LINES," an in-house long distance resale program, offers competitive direct dial long distance calling to students, faculty and staff. An authorization code allows users to bill calls made from any campus telephone to their University account. Each user receives an individualized billing via the web. Student billings are summarized on the University accounts receivable system. Payments for eligible faculty and staff are billed through University payroll deduction.
10. **Conference Calls:** Standard analog telephones on campus have the capability to conference up to three parties (up to six parties if all calls are to campus telephones), while multi-line digital telephones have the capability of conferencing up to six parties. Departments desiring to make conference calls involving more than six parties should contact the North Dakota Interactive Video Network at <http://alt.ndus.edu/>. Additional external audio conferencing service vendor names are available from the Telecommunications department.
11. **Cellular Telephones:** All University related cellular phone purchases and usage agreements must be requested and coordinated through University Telecommunications.

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HISTORY:

New	July 1990
Amended	December 1995
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Amended	June 2007
Housekeeping	February 3, 2012
Housekeeping	April 12, 2012