



Telephone Policy

Category: General;

Jurisdiction: Vice President, Administration and Finance; Senate Organization Committee;

Approval Authority: Senate;

Established on: May 2006;

Amendments: None.

1.0 General Statement

The Technology Services Centre provides voice over IP, analog and digital phone services on campus. Phone service is provided over Lakehead University's data/voice network.

2.0 Purpose

This policy covers the costs, installation, relocation, modification of phone services and long distance charges, phone etiquette and abuse of Lakehead University's communication systems.

3.0 Scope

This policy applies to any user of Lakehead University's data/voice network and any equipment that is connected to the University's communication systems.

4.0 Contractors

Outside contractors will not be granted access to the University's communication systems. TSC is not responsible for contractors working on campus projects. They must obtain their own service from a separate telephone/network provider.

5.0 Support of Traditional Phone Systems

TSC does not support analog lines for conventional phone service, such as cordless phones since the advancement of new IP technology on Lakehead University campus.

6.0 Policy

6.1 New Installations

Departments are responsible for determining the level and type of telephone features each faculty or staff member needs.

Installation requests require an approved TSC technician to install and program new telephone extensions and features of an IP phone

Installation requests for a fax, modem, interact, courtesy and emergency phones require an approved TSC technician to install and program telephone extensions and features on equipment

Costs incurred by programmed features are assumed by the requesting department. For example long distance, toll free number settings, etc.

Submission of a budget code and approval for the requested work are required before any Installation will be committed to. Costs associated with the installation will be billed to the requesting department.

Note: See procedure (1.2) for complete details of New Installation Requests.

6.2 Service of Analog, IP Phones

Service of telephony equipment at Lakehead University applies to previously installed equipment or lines not functioning in a desired manner.

Service inquires have first priority, to ensure that the reliability of the communication systems are restored as quickly as possible.

Service requests require an approved TSC technician to assess and resolve issues which arise from non functioning items, such as no dial tone, cable breakage, or defective parts. A service request, budget code and approval for requested work are required before any service will be provided. Costs associated with the service request will be billed to the requesting department.

NOTE: See phone procedure (2.2) for full details regarding service requests.

6.3 Relocation of Analog Lines, Digital Lines or IP Phone Services

Relocation of Lakehead University telephony equipment must be given five business days notice prior to requested move where existing infrastructure exists. Equipment may only be moved by an approved TSC technician to keep the integrity of all information accurate and up to date.

TSC technicians are not responsible for moving office equipment (e.g. fax machines) to requested locations.

Submission of a budget code and approval for the requested work are required before any relocation will be committed to. Costs associated with the relocation request will be billed to the requesting department.

NOTE: See phone procedure (4.2) for full details regarding relocation requests.

6.4 Modification of an Analog Line, Digital Line or IP Phone

Modification of analog, digital and IP phone lines requires an approved TSC technician to program requested changes to the phone system. Which may include programming of various software features, such as long distance or name display changes.

Submission of a budget code and approval for the requested modification(s) are required before any modification(s) will be committed to. Costs associated with the modification(s) will be billed to the requesting department.

NOTE: See modification procedure (5.2) for full details regarding modification requests.

6.5 Ownership and Leasing

The University maintains ownership over all analog, digital line service, IP phone service and related equipment associated with providing telecommunication service at Lakehead University.

It is the responsibility of each department leasing phone extensions and phone equipment to designate services to member's of its staff from their available resources.

If a department does not have an extra phone or phone extensions available, they must request additional resources using the procedure for new installations.

NOTE: See Installation procedure (1.2) for full details regarding installation requests.

When a staff member is moving from one department to another, they may not take their existing phone services with them. The phone and phone extensions are not transferable without authorization from the department leasing the resources.

6.6 Phone Etiquette/Abuse

Telephone service (authorization code/dial tone/voicemail) may be withdrawn at any time for the following reasons:

- Using University voice mail system to defame, harass, intimidate or threaten
- Placing harassing telephone calls to defame, harass, intimidate or threaten
- Tampering with a voice mailbox that belongs to someone else.
- Abusing long distance charges.
- Deliberate damage to University phone equipment
- Violation of any existing polices

Such matters may result in additional disciplinary action.

6.7 Voicemail

Voicemail service at Lakehead University enables a user to access confidential voicemail messages using their telephone extension and password, on or off campus.

- Voicemail password is valid for 180 days and a prompt will indicate when you must change your password
- Voicemail messages will be auto deleted seven days after having listened to the message
- Voicemail passwords must be at least 4 digits and it will not allow you to use 1-2-3-4 as a password

Submission of a budget code and an approval for the reset of the voicemail password are required before the reset can be committed to. Costs associated with the reset will be billed to the requesting department.

NOTE: See phone procedure (2.2) for full details regarding service requests.

6.8 Telephone Caller ID

Lakehead University's telephone caller id is a complete listing of all faculty, staff and extension numbers associated with the University. All caller id name display on phones will list the person's name and telephone extension number. Request to unlist is not allowed per University policy.

Submission of a budget code and approval for a name change are required before the change can be committed to. Costs associated with any name or calling line id change will be billed to the requesting department.

NOTE: See phone procedure (2.2) for full details regarding service requests.

6.9 Call Before You Dig

TSC has extensive underground cabling infrastructure used for its communication systems.

All Lakehead University departments and outside contractors must contact TSC to obtain a map of underground cable locations

If a locate for underground cabling is required, TSC must be given two business days prior to requested locate

Any damage to TSC infrastructure associated with trenching or digging is the responsibility of the department or contractor. Costs for repair will be billed to those responsible for the damage.

Submission of a budget code and approval for the underground locate is required before a locate may be completed. Costs associated with the locate will be billed to the requesting department or contractor

Review Period: 7 years;

Date for Next Review: 2019-2020;

Related Policies and Procedures: To be determined;

Policy Superseded by this Policy: None.

The University Secretariat manages the development of policies through an impartial, fair governance process, and in accordance with the Policy Governance Framework. Please contact the University Secretariat for additional information on University policies and procedures and/or if you require this information in another format:

Open: Monday through Friday from 8:30am to 4:30pm;

Location: University Centre, Thunder Bay Campus, Room UC2002;

Phone: 807-346-7929 or Email: univsec@lakeheadu.ca.