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<b>Name:</b>	<b>Telephone Services – Service Requests</b>
Policy Number:	2-1003
Origin:	Information Technology Systems & Support (ITSS)
Approved:	1 March 1993
Issuing Authority:	Director, Information Technology Systems & Support
Responsibility:	Director, Information Technology Systems & Support
Effective Date	1 September 2007
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Requests for telephone equipment or system changes must be submitted to the ITSS Help Desk. Please allow two weeks for processing.

Service requests are appropriate in the following situations:

- Telephone changes/adjustments (e.g., longer cords)
- Telephone moves (e.g., to new offices)
- Feature changes (e.g., change toll restrictions)
- Telephone/Line installations
- Telephone/Line disconnects

Changes will be paid by the University for:

- Telephone installation for new employees
- Telephone moves/changes resulting from renovations
- Office relocations

Individual departments may be responsible for charges related to:

- Set relocation within an office where the occupant has rearranged the furniture.
- Damages to the telephone from improper use, or mistreatment.

Determination of budget responsibilities for service requests will be made by the Manager, Infrastructure in consultation with the Director, ITSS and the requesting department.

Depending on what is required to install or move your telephone, any combination of the above will be charged. Telephone moves and changes are very expensive (i.e. moving your telephone from one side of your office to the other can cost \$150 or more). Please ensure your telephone move is necessary.