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<b>Name:</b>	<b>Telephone Services – Repair Requests</b>
Policy Number:	2-1010
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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**Telephone repairs are to be reported immediately to the ITSS Help Desk (Extension 8111). Please be prepared to provide the extension number, location, and a description of the problem.**

Repairs to damaged equipment caused by improper use, accident or mistreatment (i.e. dropped set, use of spray cleaners, etc.), are not covered by the University. Faculty and staff should be aware that the cost of equipment replacement is substantial:

Only Northern Telecom business telephones and equipment are to be installed on campus for the following reasons:

- 1) U.S. phones are not Dept. of Communication approved and may not meet minimum standard requirements. This can lead to malfunctioning sets requiring costly repairs and return to the U.S. for service.
- 2) Most phone sets purchased at local department stores do not have the intelligence to communicate with the university's PBX telephone system. This may result in feature loss (i.e. call forward) or system problems (i.e. noisy lines). In addition, the PBX completes self diagnostic tests on a daily basis; if it cannot identify telephone equipment connected to the system, it may take the local out of service requiring a service call from ITSS.
- 3) Only telephone equipment purchased through ITSS is covered under the University's

maintenance contract or warranty. If customer owned equipment fails or damages the PBX system in any way, the university will be charged for repairs.

All telephone equipment installed on campus must first be approved by the ITSS. **Any costs for damages caused by non-authorized equipment will be charged to the appropriate department.**