

# Campus Telephone Service Changes

*Effective 09/01/2020*

⊘ No monthly invoices for most TAMU-CC departments

⊘ Non-billable items:

- 1 Phone per FTE
- Emergency / Safety Phones
- Phones for classrooms & labs
  - Space Codes 110 & 210 only
- Fax Lines
- Phone moves & changes
- Labor for projects & consulting



- ✓ Non-TAMU-CC entities (tenants) - \$35/phone svc/mo
- ✓ Special funded TAMU-CC depts - \$30/phone svc/mo
- ✓ One-Time Costs – License/Equipment:
  - More than 1 Phone per FTE
  - Part-time faculty, staff, & students
  - New call center licenses
  - Courtesy phones - conference rooms/public areas
- ✓ Actual Costs:
  - Toll-Free numbers
  - Materials for: 1) special project materials; 2) cabling; & 3) new wall jacks for phones
- ✓ MiFi (Cellular Hotspots) - move to departmental PCards

# UNIVERSITY TELEPHONE STANDARD



Approved:  
Reviewed:  
Next Scheduled Review:

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## **Purpose**

The purpose of this University Standard is to clarify the allocations of telecommunication endpoints on campus and identify billable items from the IT telecommunications department.

## **Definitions**

Endpoint – Term commonly used interchangeably with phone, desktop phone, VoIP phone, IP phone, handset, or conference room phone.

Tenant – Non-employee occupying space at Texas A&M University – Corpus Christi.

## **1. Campus Funded Endpoints**

- 1.1. Telecommunications shall provision no more than one endpoint for each Full Time Equivalent (FTE) at no cost. If an FTE has more than one office, there is a one-time cost for the purchase of the endpoint at the second location.
- 1.2. Telecommunications shall provision Emergency and Safety phones (e.g., elevators and fire alarms) as designated by the Environmental Health and Safety department at no cost.
- 1.3. Telecommunications shall provision classroom and lab endpoints as designated by the Space Management Committee with Space Use Codes 110 and 210 at no cost.

## **2. Fax Line**

- 2.1. Telecommunications shall provision fax lines at no cost unless cabling or additional equipment is needed. If cabling or additional equipment is needed, the requestor shall provide an account number for the one-time costs.

## **3. Department Funded Endpoints**

- 3.1. Departments shall fund the one-time cost of endpoints for: Part-time faculty, staff, students, temporary staff, visiting faculty, and adjuncts if not covered under 1.1.
- 3.2. Departments shall fund the one-time cost of conference room endpoints.
- 3.3. Departments shall fund the one-time costs of courtesy endpoints (e.g., hallways and public high access areas).
- 3.4. Departments shall provide an account number at time of request for the one-time cost of the purchase of an endpoint.

## **4. Research and Construction Project Funded Endpoints**

- 4.1. Additional endpoints needed due to research and construction related projects, including remodels and new construction shall be funded by the project or department.
- 4.2. The requestor shall provide an account number at time of request for the one-time cost of the purchase of an endpoint.

## **5. Endpoint Ownership**

- 5.1. All endpoints shall be owned and administered by the Division of Information Technology Telecommunications department regardless of funding source for initial purchase. Central ownership acknowledges the University investment in recurring telecommunications charges by allowing efficient use of University resources.

## **6. Domestic Long Distance and International Calls**

- 6.1. The University shall cover the cost of reasonable and customary use; however, any usage beyond incidental use may be charged back to the department.
- 6.2. Domestic long distance or international calls must be for official business only.
- 6.3. Telecommunications shall provide unique long-distance authorization codes upon request to everyone who has a need to make long distance calls. The long-distance authorization codes must not be shared. Long distance authorization codes may be obtained from the IT Service Desk.

## **7. Toll-Free Telephone Numbers**

- 7.1. Telecommunications shall cover the cost of toll-free numbers existing at the time this policy becomes effective but reserves the right to charge-back calls to the department.
- 7.2. The requestor shall provide an account number to cover the one-time and monthly recurring costs associated with the toll-free number.

## **8. Tenants**

- 8.1. Tenants shall pay a monthly flat rate of \$35.00 per telephone service. This rate is subject to annual review with 60-day minimum notice of any changes. A University-owned endpoint will be provided at no cost.
- 8.2. Tenants have a right to cancel service agreement with 30-day advance notice at any time by notifying the IT Service Desk of the request for cancellation. If cancelled in the middle of the month, the cost of the services will be prorated through the requested day of the cancellation.
- 8.3. Tenant payments will be used by the University to cover utility provider and infrastructure costs.

## **9. Housing Residents**

9.1. Student housing management company shall pay a monthly flat-rate as outlined in current University housing contract.

9.2. Payments will be used by the University to cover utility provider and infrastructure costs.

## **10. Call Center Licenses and Support**

10.1. Departments shall provide an account number to fund the initial purchase of call center licenses, including the first year of support.

10.2. After the initial purchase, the University will cover the on-going costs associated with the licenses.

## **11. Cabling**

11.1. Infrastructure cabling (e.g., network drops for office, classrooms, etc.) shall be funded at cost by requestor.

11.2. The requestor shall provide an account number to cover the one-time cost of materials.

## **RELATED STATUTES, POLICIES OR REQUIREMENTS**

### Texas A&M System Policy

[01.03 Appointing Power and Terms and Conditions of Employment](#)

[07.01 Ethics Policy, TAMUS Employees](#)

[32.02 Discipline and Dismissal of Employees](#)

[32.02.02 Discipline and Dismissal Procedure for Nonfaculty Employees](#)

[33 Employment, Standards of Conduct](#)

[33.04.01 Use of System Resources for External Employment](#)

### [Texas A&M University-Corpus Christi Rule](#)

[12.01.99.C0.06 Faculty Dismissals, Administrative Leave, Non-Reappointments and Terminal Appointments](#)

[32.01.02.C0.01 Complaint and Appeal Process for Non-Faculty Employees](#)

## **CONTACT OFFICE**

For clarification, interpretation, or exceptions to any of the policies in this document contact the Senior Associate Vice President for Information Technology and Chief Information Officer (361) 825-2693