



Canada's Capital University

Policy Name:	Voice Services
Originating/Responsible Department:	Information Technology Services (ITS)
Approval Authority:	Chief Information Officer (CIO)
Date of Original Policy:	June 2007
Last Updated:	November 2015
Mandatory Revision Date:	November 2020
Contact:	Director, Operations and Infrastructure, ITS

Policy:

ITS Voice Services delivers campus wide telephone services to the University community. This Policy outlines the services, procedures and responsibilities in the installation, operation, use, and maintenance of the Campus Telephone Network Infrastructure and Services.

Purpose:

The purpose of this Policy is to outline operational responsibilities and service guidelines for ITS Voice Services.

Scope:

This Policy applies to Carleton University faculty, staff, contractors and students living in residence who use University telephone services.

Procedures:

ITS Voice Services (VS) is responsible for providing telephone services for Carleton University employees, tenants and resident students. The same basic services are provided for campus customers and resident students; however, some services differ and will therefore be addressed separately.

For Employees

Telephone Sets: VS supplies multi-line and single-line telephone sets for Carleton employees and ancillary customers upon request. Only telephone sets provided by ITS will be supported.

Repairs: Requests for repairs or reporting of any telephone service degradation or outage must be reported through the ITS Service Desk.

Moves, Additions, Changes (MACs): Requests for MACs are accepted only from Departmental Administrators and must be submitted through the ITS Service Desk. A MAC is anything that will change the monthly rental or inventory for the department in our billing database. An example would be the addition of a voice mail box, adding long distance capability to a phone set, or adding or deleting telephone sets. MAC work can only be performed by VS staff.

Long Distance: Telephones may be restricted from dialing long distance directly upon request by Departmental Administrators. Researchers who require long distance charges to be billed to a research grant account must complete the following form; http://carleton.ca/financialservices/wp-content/uploads/authorization_for_voice_mail_services.pdf and submit it to VS, who will issue a long distance calling card.

Billing: ITS VS charges each department for all telephone related services on a monthly basis. All rates are set by the Senior Management Committee. In some instances, services provided by third party vendors may be billed back to customers directly.

For Resident Students

Telephone Service and Repairs: The Department of Housing and Residence Life Services is the first point of contact for all telephone services. If a telephone is not working, students must report the problem to the Residence Main Desk. If a student requests a move to a new room or building and this request is approved by Housing, the phone will not be moved. The student will be assigned the extension number associated to the new room.

Long Distance: Telephones in residence are restricted from dialing long distance directly. Students wishing to make long distance calls may purchase a long distance calling card from an external vendor.

Assistance Telephones and Emergency Services

Assistance (formerly known as emergency) telephones are maintained by Voice Services. The Department of University Safety (DUS) is consulted to determine the best location of any new assistance telephones.

From any campus phone, calls made by dialing any of the following numbers: 4444, 911 or 9911 will be routed to the Department of University Safety Communications Center.

DUS uses Caller ID (Caller Identification) to determine the location of the originating telephone. A DUS dispatch officer handles the call and DUS acts as first responders. If required, the dispatcher will contact Ottawa Emergency Services to coordinate all emergency responses.

Bell Canada Pay Telephones

A free call can be made from all campus Bell Canada pay telephones for **emergencies** by dialing **613-520-4444**.

Telephone Network Equipment

Campus Telephone Network equipment are only to be accessed and configured by VS staff and authorized vendor maintenance provider personnel. Telecom rooms where telephone equipment are located must be secured at all times and only authorized University personnel will be given access.

Telephone Cabling

All requests for cabling work (new jack or move of a jack) must be made through the ITS Service Desk.

Submitting Request, Incident or Outage

To request a service change or report an incident or service outage, contact the ITS Service Desk via email at: its.service.desk@carleton.ca or via phone: extension 3700 (externally at 613-520-3700).

Roles and Responsibilities:

- ITS VS is responsible for the installation, operation and maintenance of campus telephone network infrastructure and services
- VS is responsible for ensuring that emergency telephones are in good working order
- All Clients (students, faculty, staff, contractors and students) who use the Campus Telephone Network Infrastructure and Services have a role in ensuring its security and reliability
- DUS is responsible for testing *Assistance* telephones on a regular basis and providing VS with a report of those that are not working

Definitions:

Campus Telephone Network Infrastructure and Services – Composed of all telephone equipment including interconnecting copper and fiber cabling required to provide infrastructure for the delivery of telephone service.

Campus Network – Composed of all access layer switches, distribution and core routers, copper and fiber cabling that serves as the backbone network of the University required to support Voice over IP (VoIP) telephones and the delivery of other services.

Compliance:

Non-compliance with this Policy may result in disciplinary action.

Contacts:

Director, Operations and Infrastructure, ITS

Links to related Policies:

<http://carleton.ca/secretariat/policies/>

- Acceptable Use Policy for Information Technology (IT)
- Information Technology (IT) Security

<http://carleton.ca/its/about-its/policies/>

- Voice Services Campus Guidelines