

OFFICE COMMUNICATIONS
TELEPHONE

CPAC1
(REGULATION)

- TELEPHONE SERVICE 1. Telephone requests are categorized as repair, add, move, or change. The Construction and Facility Services (CFS) Customer Care Center is the initial point of contact for schools and facilities to request telephone repairs. An add, move, or change request requires a regulation that must be approved according to available funding by the school principal or District Superintendent. See Reference (b).
- DEFINITIONS 2. For the purposes of this regulation, the following definitions will apply:
- REPAIR a. To repair an existing telephone system, set, or components.
- ADD b. To install a new feature, telephone line, telephone extension, voice mail, fax line, automatic attendant, telephone set, or long distance access code.
- MOVE c. To relocate a telephone line, jack, telephone, or fax line.
- CHANGE d. To request a different type of telephone, revision to existing telephone feature(s), upgrade an existing system, or reroute telephone line.
- OUTSIDE e. Outside the building means between a District location and the central office of the provider. This does not include moving an extension within the school, adding a phone line to an office, or any activity within the building unless it impacts services.
- TELEPHONE REPAIRS 3. The procedure for telephone repair is as follows:
- A school or department request telephone repairs by calling the CFS Customer Care Center at (713) 676-9450. The Customer Care Center personnel enter the request in the Systems, Applications, and Products in Data Processing (SAP) system, which assigns a notification number to the request;
 - The Work Order Request tracking system electronically forwards the notification to Utility Management;
 - Utility Management issues a work order;
 - A telecommunications coordinator generates a requisition based on the work order. After the supervisor, Utility Management, reviews and approves the requisition in SAP, it is automatically forwarded to Procurement Services. See References (a) and (b);

- Procurement Services issues a purchase order to a contractor to perform the repair(s);
- The contractor visits the school or department, determines whether AT&T should be involved, completes the work, and obtains the signature of the school principal or designee, or the department supervisor or designee, on a service ticket confirming completion; and
- After reviewing the vendor's invoice and the signed service ticket, the supervisor, Utility Management, may authorize Accounts Payable to pay the contractor.

See Reference (a).

TELEPHONE ADDS,
MOVES, OR CHANGES

4. The procedure for telephone adds, moves, or changes is as follows:
 - A school or department obtains proper approval on a memorandum addressed to the Utility Management, Route 10. If the school or department is paying for the service, the principal or location supervisor must approve the request. If the services involve use of the Districtwide budget, the request must be approved by the appropriate direct report to the Superintendent;
 - A telecommunications coordinator goes to the requesting school or department to determine the scope of the work;
 - If the request is for a new telephone system, the manager, Network Operations, should be contacted immediately to allow the District to do the proper engineering;
 - If the request is to turn off, add, or move a line outside of the building premises, the manager, Network Operations, should be contacted immediately, which allows the District to perform the proper engineering and correct bill payments. See DEFINITIONS-OUTSIDE, above.
 - Whenever a move, add, or change is performed, the District technician should identify any unused or redundant services. This information should be forwarded on a monthly basis to the manager, Network Operation, to allow the District to manage cost savings;
 - The telecommunications coordinator completes a handwritten requisition, which includes the cost estimate, vendor name, and, if applicable, an AT&T telephone order form;

- If the school or department is paying for the telephone request, the telecommunications coordinator assists the school in creating the requisition;
- After the Utility Management, telecommunications coordinator reviews and approves the requisition and, if required, the AT&T order form, the requisition is electronically forwarded to Procurement Services;
- If required, the AT&T order form is faxed to AT&T as authorization for the required service;
- A contractor visits the school or department, completes the work, and obtains the signature of the school principal or designee, or the department supervisor or designee, on a service ticket confirming completion; and
- The telecommunications coordinator calls the school or department to confirm completion of the work. After reviewing the vendor's invoice and the signed service ticket, the Utility Management supervisor may authorize Accounts Payable to pay the contractor.

CONSULTATION

5. This regulation does not require consultation.

MAINTENANCE
RESPONSIBILITY

6. The general manager, Facility Services, is responsible for maintenance of this regulation.

REFERENCE:

- (a) Finance Procedures Manual §220A Direct Payments-General
 - (b) Finance Procedures Manual §220L Telephone-Site Based Budget Funds
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