
Telecommunications

Policies and Procedures

TELECOMMUNICATIONS

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I. GENERAL

I.1. Objective

The primary responsibility of Telecommunications is to provide the University of Alabama in Huntsville (UAH) Community with various voice and data telecommunication services. Telecommunications' goals are:

- Carry out uniform procedures for efficient, expeditious completion of service orders
- Perform effective cost allocation and billing procedures
- Maintain all UAH telecommunications equipment

Telecommunications is located inside the Business Services Building on John Wright Drive and may be contacted at 824-6129.

I.2. Policy

Telecommunications coordinates all telecommunication service orders. Departments should contact Telecommunications to request service and report problems.

Departments should not contact vendors or perform their own telephone wiring. Only the vendor(s) under University contract may perform wiring for telecommunication equipment and services.

NOTE: Vendors can only complete telecommunication service orders that have been processed through Telecommunications and have proper signature approval.

I.3. Authority

Telecommunications has sole authority to contact telecommunication vendors for service orders and repairs.

I.4. Telephone Equipment

UAH currently uses the following telephone equipment:

- Non-digital (analog)
- Northern Telecom Meridian (digital)
- Call Pilot Voice Messaging System

Departments wishing to update their telephone equipment should contact Telecommunications for more information.

II. WORK REQUESTS

II.1. Procedure

Service orders, or work requests, should be submitted on the *Telecommunications Department Work Request Form* (Figure 1), available from the Business Services website (click on Forms) or from Telecommunications personnel. Use the *Work Request Form* to make Moves, Adds, and Changes (MACs) to existing lines and equipment or to install new equipment. Also use the *Work Request Form* to add or change the following:

- Voice Mail
- Features and programming
- Long distance restrictions
- Corporate calling cards
- Pagers

After completing the *Work Request Form*, verify that sufficient funds are available in the account indicated at the top of the form, and then submit the Work Request to Telecommunications.

II.2. Completing the Work Request

To process Work Requests as expeditiously as possible, departments must provide the following information. If more space is needed, attach additional sheets and write or type "As per attachment" on the Work Request.

1. "Contact Person"— Enter the name of the individual who can answer questions about the Work Request or who can show the technician the location of the equipment to be serviced or installed.
2. "Date Prepared" — Enter the date when the Work Request is initiated.
3. "Telephone" and "Extension" — Enter the telephone number and extension of the contact person.
4. "Department" — Enter the name of the department requesting the work.

"Date Required" — Enter the date for work to be completed (see Section II.3, "Time Frame," to estimate the time needed to complete the request).

5. “Approved by” — Obtain signature authorization of the Budget Unit Head or other person(s) having authority for the account being charged.

“Acct# and Acct Name” — Enter the account number to which the work is to be charged. Please verify that the account number is correct.
6. “New Service” ... “Other” — Check the box for the type of work being requested, whether new service, move, change, repair, disconnect, or other (Please enter a description on the blank).
7. “Analog” ... “Voice Mail” — Check the type of equipment to which this Work Request is referring:
 - Analog (Fax, Modem, etc.)
 - M3902
 - M3903
 - M3904
 - Other (specify type on the blank)
 - Add-on Module
 - Voice Mail
8. “Phone restrictions:” — Check the appropriate box to change restrictions on existing service or to indicate restrictions on new service.
9. “Additional Items:” — Use this area to add or change voice mail service, pager service, or calling cards.
 - Voice Mail — Check the appropriate box to add voice mail service, reset voice mail password, or add the auto log-on procedure.
 - Pager — For pager service, specify type of pager (alpha-numeric or digital) and the coverage area required.
 - Calling Card — Check whether you want an AT&T or ATNet (Alabama Tandem Telecommunications Network) calling card.
10. “Description of work being requested” — Provide a brief description of the work to be completed. Attach additional sheets as necessary.

II.3. Time Frame

The usual time frame for completing a Work Request depends on the type of service or equipment. Work Requests may take up to thirty days; trouble tickets will be processed as soon as they are received but could take up to five working days.

II.4. Trouble Reporting

Report equipment trouble to Telecommunications at 824-6129. Equipment includes phone sets, lines, modems, headsets, and phone jacks. Also report trouble with long distance, or local service directly to Telecommunications.

III. MONTHLY STATEMENTS

III.1. Departmental Monthly Printout

Each department will receive a Departmental Monthly Printout (DMP) of telephone charges. Because of the billing system, the DMP is always one month in arrears. For example, in March, each department receives its monthly printout for February.

Please review the Departmental Monthly Printout each month; if any questions or discrepancies arise concerning the monthly review, please contact Telecommunications no later than 14 business days from the billing statement date. Departments can only request credits for the current fiscal year. Departments must submit phone bill credit requests in writing to Telecommunications.

DMPs are mailed to the department head or the budget analyst each month. Please submit any mailing address changes on a memorandum to Telecommunications.

III.2. Account Changes

When a department needs to change account numbers for monthly departmental telephone charges (e.g., telephone equipment, calling cards, pagers), submit a departmental memorandum to Telecommunications. Indicate on the memorandum the month for which the account change is to be effective.

For account changes on current DMPs, submit a Transfer Authorization Form to Accounting.

III.3. Budget Account Statement

The monthly Budget Account Statement will reflect telephone charges that appeared on the previous Departmental Monthly Printout. For example, each department receives a DMP of February telephone charges in March; the totals of the February charges, listed by account numbers, will appear on the March Budget Account Statement.

Please verify that the total telephone charges on the monthly Budget Account Statement match the total telephone charges on the previous DMP. Any changes in account numbers or discrepancies notify Telecommunications Department immediately.

III.4. Year-End Closings

Because the Departmental Monthly Printouts are one month in arrears, the DMPs for the fiscal year will begin in September and end in August.

IV. DIRECTORIES

IV.1. Huntsville

AT&T Huntsville Directories are distributed annually to each department by Central Receiving. Central Receiving will announce by email or publication in *Insights* when new editions are available. Requests for new directories should be made to Central Receiving on the Huntsville City/Campus Telephone Directory Form, available from Central Receiving or on the Business Services website under Shipping/Receiving Forms. For further information refer to the Central Receiving Policies and Procedures Manual, Section V, "Telephone Directory."

Telecommunications will distribute a memorandum annually to department telephone coordinators to update their Huntsville Directory listings. AT & T charges a fee for each departmental listing in the Huntsville Directory that is bolded.

IV.2. Foreign (Out-of-Town)

Departments should submit a memorandum to request foreign (out-of-town) directories. Include the following information on the memorandum:

- City and state

- Number of copies
- Account number to be charged

V. PAGERS AND CALLING CARDS

V.1. Pagers

NEW

An employee wishing to acquire a pager should contact his or her department telephone coordinator. The department telephone coordinator should complete a *Work Request Form* as explained in Section II, "Work Requests." Use the "*Additional Items*" area to request new pager service.

TERMINATION

When an employee terminates from UAH, he or she should turn in pagers to his or her department telephone coordinator prior to termination date. Department telephone coordinators should collect all pagers from terminating employees prior to departure and return them to Telecommunications for deactivation.

TRANSFER

Any employee possessing a pager and transferring to a different department on campus should immediately notify his or her department telephone coordinator. A transferring employee who elects to retain his or her pager must have the Budget Account Coordinator from the new department approve a *Pager Transfer Form* (Rev. 06/01, Figure 2) and then return it to his or her current Budget Account Coordinator for processing.

LOST OR STOLEN PAGERS

An employee who has a lost or stolen pager should immediately notify his or her department telephone coordinator. The department telephone coordinator should immediately notify Telecommunications. Departments will be charged \$25 for lost or stolen analog pagers and \$50 for lost or stolen digital pagers.

V.2. Calling Cards

NEW

An employee wishing to acquire a calling card should contact his or her department telephone coordinator. The department telephone coordinator should complete a *Work Request Form* as explained in Section II, "Work Requests." Use the "*Additional Items*" area to request new calling cards.

TERMINATION

When an employee terminates from UAH, he or she should turn in all calling cards to his or her department telephone coordinator prior to termination date. Department telephone coordinators should collect all calling cards from terminating employees prior to departure and return them to Telecommunications for cancellation.

TRANSFER

Any employee possessing calling cards and transferring to a different department on campus should immediately notify his or her department telephone coordinator. A transferring employee who elects to retain his or her calling card must have the Budget Account Coordinator from the new department approve a *Calling Card Transfer Form* (Rev. 06/01, Figure 3) before a transfer of the calling cards can occur. The approved form will be returned to the current Budget Account Coordinator for processing.

LOST OR STOLEN CALLING CARDS

An employee who has a lost or stolen calling card should immediately notify his or her department telephone coordinator. The department telephone coordinator should immediately notify Telecommunications.

V.3. Wireless Communication Device

The policy provides a wireless communication supplement to eligible employees. Employees may use the service provider of their choice. However, they must agree to make the number available to the University and also pay the amount due to the service provider. This policy provides a taxable supplement for expenses incurred while conducting University business, giving the employee flexibility to choose a communication device and service provider that best meets their needs.

Policy Guidelines / Procedures:

Employees desiring a wireless communication device supplement must comply with the following procedures:

- A. Application.** If an employee's job duties require spending considerable time away from their office or work area or require them to be accessible outside of normal working hours, he/she may apply for a wireless communication device supplement with approval by the employee's supervisor and the appropriate vice president. Approval of the supplement shall remain in effect until terminated pursuant to the terms of this policy. A wireless communication supplement is not an entitlement and may be changed or withdrawn by the University at any time.
- B. Amount of Supplement.** The amount of the supplement is established as a maximum of \$45 per month for voice and \$95 for voice and data service. These amounts will be reviewed annually and revised as warranted.
- No more frequently than every twelve months, an employee may request a wireless communication equipment supplement. Upon approval of such request and submission of an invoice showing the date of purchase and purchase price of the equipment, the employee shall receive a lump sum reimbursement of eighty percent (80%) of the cost of a new wireless communication device, not to exceed five hundred dollars (\$500).
- C. Payment of Supplement.** The wireless communication device supplement shall be paid to the employee on a bi-weekly basis as part of the employee's bi-weekly compensation. The supplement is a taxable fringe benefit and is subject to withholding requirements. The supplement is not an increase in base pay and will not be included in calculations of percentage increases in pay, retirement contributions, or other similar calculations.
- D. Contracting for Services.** Employees who receive approval for a wireless communication device supplement are responsible for selecting and contracting with a service provider in their own name for approved voice service, data service, and wireless communication equipment. The employee must retain an active service provider contract as long as he/she receives the wireless communication device supplement. Any charges by the employee's service provider in excess of the communication supplement are the personal responsibility of the employee and not the University.
- E. Use of Equipment.** Because the employee owns the equipment personally and the supplement is provided as taxable income, the employee may use the communication device for both business and personal purposes. Maintenance and service of the equipment is the personal responsibility of the employee. Use of the equipment in any

manner contrary to local, state, or federal law will result in termination of the wireless communication device supplement.

- F. Contract Changes.** The employee shall bear the cost of any service provider contract termination fees if the contract is terminated at the election of the employee or due to a violation of this policy by the employee. The University shall bear such costs in the event the termination of the employee's service provider contract is required due to a change in University policy or other reason unrelated to the employee's violation of this policy.
- G. University Email Service.** Computer and Network Services have developed procedures to configure your device to check email on the campus system. These procedures can be accessed at <http://www.uah.edu/admin/helpdesk>. The helpdesk email address is helpdesk@uah.edu.
- H. Ownership.** If the employee discontinues employment with the University, he/she will retain ownership of their wireless device.
- I. Infrequent Use of Personal Cell Phone.** If an employee is not eligible for a wireless communication device or supplement, or chooses not to apply for a device or a supplement, business-related calls made on personal cell phones may be reimbursed by the University under certain circumstances. If the employee uses a personal cell phone to make business-related calls, the cost of such calls may be reimbursed if the business-related calls cause the individual to exceed the number of minutes included in his or her personal calling plan. A reimbursement form showing any such excess charges attributable to business-related calls may be submitted, with appropriate documentation, to the Office of Accounting and Financial Reporting.

VI. DIALING INFORMATION

VI.1. Local Calls

For on-campus calls simply dial the last four digits of the telephone number. For off-campus calls press 9 before dialing the telephone number. See Table 1 for a quick guide.

Table 1, Local Calls

From	To	Dial
On-campus	On-campus	Last 4 digits of the 7-digit telephone number
On-campus	Local, Off-campus*	9 + 10-digit telephone number

*The University subscribes to area calling. Calls to Decatur and Athens are made as local calls.

VI.2. Emergency

For emergency calls, dial 911.

Campus Police-6911 or 6596

VI.3. Directory Assistance

On-campus (No charge):	1001
Alabama (No Charge):	8 + 1 + 334 + 555-1212
Long distance (No Charge):	8 + 1 + area code + 555-1212

VI.4. Long Distance

FACULTY AND STAFF

Long distance calls made by faculty and staff are charged directly to departmental telephone numbers.

STUDENTS

Students in University Housing should charge long distance calls to their personal calling cards.

Direct dial calls:	9 + 1 + area code + 7-digit telephone number
Person-to-person:	9 + 0 + area code + 7-digit telephone number
International calls:	9 + 011 + country code + city code + telephone number

VII. TELEPHONE PROCEDURES

VII.1. Transferring Incoming, Off-campus Calls

To transfer an incoming, off-campus call to another on-campus number:

1. Inform caller of transfer.
2. Depress transfer button once to place caller on hold.
3. Dial four-digit extension number.
4. Listen for call to ring through and press connect button.
5. Hang up.

VII.2. Conference Calling

Conference Calling allows a third party to be added to an existing call. It provides both consultation and add-on capabilities. For example, one party may exclude the other party on an existing call, dial a third party, and consult privately. Then the excluded party can be added-on again to form a three-way call.

Some users can set up a conference call for as many as six people (including the user). Contact Telecommunications to determine the maximum number of people the system allows on a conference call.

To add parties:

1. Press the Conference Key while on a call. The other party will be on hold, and you will hear a dial tone.
2. Dial the number of the person being added to the conference.
3. If calling on an M3903 or M3094, press the Swap Key to switch between the original party and the new party.
4. Press the Connect Key to complete the conference.
5. Repeat steps 2 and 4 for additional parties until all parties are added on to the conference.
6. If the person is unavailable, press the Goodbye Key. Press the Line Key (DN) to return to the original call.

VII.3 Voice Mail Instructions

Please see Table 2, Summary of Voice Mail Instructions, for a quick reference guide, or refer to the more detailed instructions below.

ACCESSING

Users can access their Voice Mail from any telephone at UAH by dialing 2000. To access voice mail from any off-campus phone dial 256-824-2000. Your mailbox number is the same as your extension (i.e., if your telephone number is 824-6129, your mailbox number is 6129). Change your password by pressing 8* and following the prompts.

MESSAGES

Most telephones on campus have a message waiting indicator light. Single line telephones have a broken dial tone signifying that you have a message. Once voice mail is accessed, the system provides brief information about the messages. To hear the messages, press 2. Press 2 again to repeat the messages. To delete a message after hearing it, press 76. To log off the system, press 83. Do not just hang up unless you are unable to use 83. In that case, simply hang up the receiver.

NOTE: To help preserve system integrity and storage capability, delete your messages immediately after listening to them. Do NOT use voice mail as a "file cabinet" for storing messages. If you do not delete a message yourself, after five days the system will delete it for you.

GREETINGS

To record internal and external greetings, access the system and press 8*. At the prompt, press 2 to record a greeting. Then press either 1 for external greeting or 2 for internal greeting. To begin recording, press 5; to end the recording press #. A suggested greeting is: "Hello, this is John Smith. I'm either away from my desk or on the phone right now. At the tone, please leave a message." If you are on the phone or away from the desk and receive a call, the call now will "hunt" to your voice mail, and the caller will receive your message. (You do not have call waiting.)

NOTE: When you delete a message and log off the voice mail system, the message cannot be restored—it's gone forever.

EXPRESS MESSAGING

Use express messaging to leave a message for someone without talking to them. This procedure can also be used to “transfer” a call directly into someone else’s voice mail. To send a message using express messaging:

1. Obtain dial tone and enter the digits 2001.
2. When the system prompts you for the mailbox, enter the mailbox number to which you want to send the message. End the number with the # key. (The “#” is similar to the return key.) Example: 6129# will send the message to extension 6129.

NOTE: The person receiving the message must have UAH voice mail.

TRANSFER

To transfer a caller straight to another user’s mailbox:

1. Press the transfer button.
2. Enter the digits 2001.
3. At the prompt, enter the mailbox number (i.e., extension) and press #.
4. Immediately press the transfer button again to move the caller to the requested mailbox.

NOTE: UAH does not use name addressing.

SKIP GREETING

When someone’s voice mail picks up and you want to skip their greeting, press the # key and leave your message.

PAUSE

When listening to a voice mail message that you have received, press the # key to pause the message. To have it begin playing again where you paused it, press 2.

VOICE SPEED

To speed up a slow voice mail message, press 23. The person will talk faster but will be understandable. For slower playback, press 21.

FORWARDING A MESSAGE

To forward a message for someone else:

1. After you have listened to the message, press 73. (The system will prompt you.)
2. Enter the mailbox number to which you want to send the message. You can send it to more than one mailbox. Be sure to end each mailbox request with #. After the last mailbox request, press # again.
3. You may record a greeting with the message. To do this, press 5 to begin recording and # to end recording.
4. Press 79 to send the message. A copy of what you just did will appear in your mailbox. You can delete it, since it only verifies that the message was sent.

REPLYING

To reply to a message, both parties must subscribe to the UAH voice mail system.

1. Press 71 to begin the reply.
2. Press 5 when you are ready to record. After the tone, record your message. Then press # to end recording.
3. Press 79 to send the reply.

CALLING THE SENDER

To use this feature, both parties must subscribe to the UAH voice mail system. If you listen to a message and need to call the sender back immediately, press 9 after listening to the message.

TAGGING A MESSAGE

You have two options, urgent and private tags. If you are calling within UAH, from mailbox to mailbox, you may request an acknowledgement that your message has been received. To tag a message (after recording it) press # and 70.

- For urgent delivery, press 1.
- For private delivery, press 4.
- For acknowledgement, press 5.

To send the message, press 79.

ASSISTANCE

For help while using voice messaging, press:

- * General help
- 7* Message command help
- 8* Mailbox command help

NOTE: If having trouble hearing the caller's voice on the speakerphone, press the mute button to disable the microphone. The microphone overrides the speaker and causes the voice to fade in and out.

Table 2, Summary of Voice Mail Instructions

Function/Feature	Procedure/Explanation
To Access Voice Mail	On campus: Dial 2000. Off campus: Dial 256-824-2000.
Mailbox Number	Same as your extension.
To Change Password	Press 8* and follow prompts.
Message Indicator	A broken dial tone (on single line phones).
To Play Messages	Press 2.
To Repeat Messages	Press 2 again.
To Delete a Message	Press 76.
To Log off the System	Press 83.
To Record Greetings	Press 8*. After the prompt, press 2. Press 1 for external greeting or 2 for internal greeting. Press 5 to start recording your message. Press # to end the recording.
Read Message Retention	Five days
Express Messaging	Press 2001. Enter mailbox number and #.
Transfer	Press transfer button. Press 2001. Enter mailbox number and #. Press transfer button again.
Skip Greeting	Press # when voice mail answers and leave message.
Pause	Press # to pause. Press 2 to begin playing where you paused it.
Voice Speed	Press 23 for faster playback. Press 21 for slower playback.
Forwarding a Message	Press 73. Enter mailbox number and #. Repeat for each mailbox. Press # again.
Replying	Press 71.

	Press 5. Wait for the tone. Record your message. Press # to end recording. Press 79.
Calling the Sender	Press 9 after listening to the message.
Tagging a Message	After recording a message, press 70. Press 1 for urgent, 4 for private, or 5 for acknowledgement. Press 79.
Help	Press * for general help. Press 7* for message command help Press 8* for mailbox command help.

VIII. GLOSSARY

Add-on Module	Extension box equipment for the M3904 with programmable keys for additional numbers.
Alabama Area Calling Service (AACS)	Extends the University's local service to locations that previously were long distance (such as Decatur and Athens); dial 9 + 7-digit telephone number.
Alabama Tandem Telecommunications Network (ATTNet)	The state-owned telephone network for use by all state agencies; a call placed on ATTNet does not travel on any public switched network circuits.
Analog Equipment	A non-digital, non-expandable telephone unit that has few central office capabilities.
AT & T	Provides telecommunication services to UAH.
Auto Dial	This feature allows the user to press a feature key (Auto Dial) to automatically dial a specific telephone number.
Busy Lamp Field (BLF)	A panel of Liquid Crystal Diode (LCD) indicator lights on the telephone that indicates which telephones in the office are in use.
Call Forward	This feature allows the user to direct calls to ring at another line (DN).
Call Log	Records the name and number of incoming and outgoing calls; generates a Callers List for incoming calls and a Redial List for outgoing calls.
Call Pickup	This feature allows the user to pick up a call from any telephone in the same pickup group.

Call Waiting	This feature allows the user to put the current call on hold while answering a new incoming call.
Carrier	A company that provides telecommunication service, such as BellSouth or AT&T.
Circular Hunting	This feature rolls calls to a busy line over to the next available line.
Conference Calling	This feature enables three or more conversations at separate locations to be connected to one another at the same time.
Cross Talk	Occurs when conversation from a party other than the intended party is heard in the background of an established call.
Cut Off	The involuntary disconnection of a call in progress.
Group Listening	A feature that allows others to listen to a call through the speaker while the user speaks through the handset.
Hunting	A feature in which calls made to a busy number will automatically transfer to another number; also known as “rolling over.”
Interstate Call	A telephone call, routed long-distance, that goes out-of-state (i.e., city to city between different states).
Intrastate Call	A telephone call, routed long-distance, that stays within Alabama (i.e., city to city within Alabama).
Jack	The termination point for a voice or data line; various types of service require different types of jacks.
Line	The wire, cable, or fiber that carries a signal.
M3902	Northern Telecom Meridian Digital Telephone equipped with one line (DN) and three programmable feature keys (self-labeled).
M3903	Northern Telecom Meridian Digital Telephone equipped with two programmable line (DN)/feature keys (self-labeled) with two features or lines (DNs) configured on each key. Also has four context sensitive soft keys (self-labeled).
M3904	Northern Telecom Meridian Digital Telephone equipped with six programmable line (DN)/feature keys (self-labeled) with two features or lines (DNs) configured on each key. Also has four context sensitive soft keys (self-labeled).

MACs	Moves, Adds, and Changes
Network	An organization of stations capable of intercommunications but not necessarily on the same channel, or a combination of terminals and circuits in which transmission facilities directly interconnect the users.
Options List	Allows the user to customize certain characteristics of his or her telephone (e.g., language, screen contrast, volume adjustment).
Sequential Hunting	This feature rolls over calls to a busy line to the next available line in a pre-designated sequence.
Speed Call or Autodial	This feature allows the user to automatically dial frequently called numbers by entering a one-, two-, or three-digit code.
Voice Messaging	The Voice Messaging Control Screen allows the user to send commands while connected to the voice messaging system using the soft keys instead of the dial pad.

Telecommunications

Attachments

TELECOMMUNICATIONS ATTACHMENTS

List of Figures

FIGURE 1	Work Request Form
FIGURE 2	Pager Transfer Form
FIGURE 3	Calling Card Transfer Form
FIGURE 4	Wireless Communication Device Supplement Request Form

Figure 1



TELECOMMUNICATIONS DEPARTMENT WORK REQUEST FORM

FAX: 824-6333 PHONE: 824-6129

Customer Information

1	<u>Contact Person</u>		<u>Date Prepared</u>		2
3	Telephone	() -	<u>Extension</u>		
4	Department		<u>Date Required</u>		
5	Approved By		<u>Acct# and</u>		
			<u>Acct Name</u>		
<i>I hereby certify that funds are available for work requested.</i>					

6

- New Service
 Move
 Change
 Repair
 Disconnect
 Other _____

7

- Analog (Fax, Modem, Etc.)
 M3902 (Digital single line, with display and speakerphone)
 M3903 (Digital multi-line, with display and speakerphone)
 M3904 (Large digital multi-line, with display and speakerphone)
 Other (Specify Type): _____
 Add-on Module (M3904 only)
 Voice Mail

8

- Phone restrictions:**
 Campus Only
 Campus & Local Only
 Campus, Local & ATTNET Only
 Unrestricted

9

- Additional Items:**
 Voice Mail
 Reset Voice Mail password
 Auto log on feature

 Pager
 Alpha Numeric
 Digital
 Coverage area :
 Local
 Statewide
 Regional
 Nationwide

 Calling Card
 AT&T
 ATTNET

10

Description of work being requested *(use additional sheets and/or sketches if necessary)*

Figure 2



**TELECOMMUNICATIONS DEPARTMENT
PAGER TRANSFER FORM**

1. CURRENT CUSTOMER INFORMATION

<u>User's Name</u>	
Pager Phone Number	() -
Current Department Name	
Current Budget Account Number	
Current Budget Account Coordinator's Approval Signature	

2. TRANSFER APPROVAL INFORMATION

New Department Name	
New Budget Account Number	
New Budget Account Coordinator's Approval Signature	

Figure 3



**TELECOMMUNICATIONS DEPARTMENT
CALLING CARD TRANSFER FORM**

1. **CURRENT CUSTOMER INFORMATION**

<u>User's Name</u>	
Calling Card Number	
Current Department Name	
Current Budget Account Number	
Current Budget Account Coordinator's Approval Signature	

2. **TRANSFER APPROVAL INFORMATION**

New Department Name	
New Budget Account Number	
New Budget Account Coordinator's Approval Signature	

Figure 4

Wireless Communication Device Supplement Request

Enrollment Change Cancellation

Name (type or print) _____ Date: _____
Last, First, MI

Employee ID #: A Department: _____

Email: _____ UAH ORG/Index Code to Bill: _____

Campus Address: _____ Work Phone #: _____
Building / Room Number

I request approval to enroll in The University of Alabama in Huntsville (UAH) Wireless Communication Service Supplement Plan. I have read and understand the appropriate policy on wireless communication device supplements as well as the employee responsibilities listed below.

The University will supplement the actual cost, not to exceed \$95 per month for voice and data service, or \$45 per month for voice service only. The supplement is a taxable benefit, but not part of the base salary. Initial proof of payment for the device and services is required and must be attached to this form and submitted to the Office of Telecommunications Services.

Employee Responsibilities:

1. The employee receiving a supplement must provide to his/her department and Telecommunications Services the telephone number of the communication device within five (5) working days of the activation of the number.
2. The employee is personally liable for contract stipulations including payment of all expenses incurred (including long distance, roaming fees, and taxes). In the event that an employee leaves the position which qualified for the supplement, he/she continues to be responsible for the contractual obligations of the communication device plan.
3. The employee receiving a supplement must notify his/her department head and the Director of Telecommunications Services within five (5) working days of the inactivation of the wireless communication service or in the event the device is lost or stolen.
4. The maximum supplement per employee per month is \$95 for voice and data or \$45 for voice only. The employee may not receive multiple supplements from multiple departments on campus.
5. The employee receiving a supplement shall be required to participate in the UAAlert system by providing the contact information for each provided device. The employee shall acknowledge and document compliance with this requirement.
Initial _____

Please mark only one selected supplement type:

Voice & Data Supplement: Monthly Cost: \$ _____ Voice Supplement: Monthly Cost: \$ _____
Cost of Device / Hardware: \$ _____

Wireless Device Information:

Phone Number: _____ Make: _____ Model: _____

Requestor's Signature: _____ Date: _____
(Required)

Supervisor: _____ Date: _____
(if Applicable)

Department Head / Dean: _____ Date: _____
(Required)

Vice President: _____ Date: _____
(Required)

Send completed form to: Bob Blood, Director, Telecommunications Services, BSB 115A

NOTE: Forms **must** be received by Telecommunications Services no later than the 5th day of the month for the supplement to be paid for that month.

This area is to be completed by Telecommunications Services
Date Received in Office: _____ Date Processed: _____ Processed By: _____

Figure 4