

The University of Alabama in Huntsville
Telecommunications Policy

Number 06.01.11

Division Finance and Administration - Office of Information Technology (OIT)

Date October 2018

Purpose The purpose of this policy is to define procedures for the proper use of campus telecommunication services.

Policy For the purposes of this policy the term “telecommunications” refers to telephone (landline and IP based), fax, and teleconference services. It does not include computer and data storage facilities, computer networks, or email.

Office of Information Technology (OIT) coordinates all telecommunication service orders. Departments should contact OIT 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.

Telecommunication services in the Cramer Research Hall are currently provided by NASA. UAH departments located in CRH should address all service requests to NASA IT personnel.

Use of Telecommunications services is subject to the [Appropriate Use of IT Resources](#) policy.

Procedure **1.0 Required Activities**

Access to telecommunications resources owned and operated by The University of Alabama in Huntsville imposes certain responsibilities and obligations and is granted subject to University policies and local, state and federal laws. Appropriate use should always be legal, ethical, reflect University standards and show restraint in the use of resources.

University departmental telephones are provided for University business. It is the responsibility of each department to ensure that personal calls are kept to a minimum and do not interfere with University business. Collect calls should never be accepted on University telephones. Fax and telephone transmissions that involve long distance service charged to the University are restricted to University business.

University employees may make limited use of University-provided telephones for essential personal business as long as such calls are not excessive and do not interfere with official University business.

University employees who make personal long-distance calls must either call collect, or charge the call to a (non-University) third party telephone number, calling card or Pre-paid card.

On campus calls can be made by dialing only the last (4) digits of the telephone number. Off campus local calls can be made by dialing "9" plus the number.

Abuse of the University telephone system, including but not limited to charging personal long distance calls to the University, conducting business related to outside employment or business ownership, making or receiving excessive personal calls, and disclosing confidential information over the phone may result in disciplinary action, including termination.

The OIT shall make every reasonable effort to protect the UAH employees from telemarketing calls and all forms of telephone fraud.

2.0 Procedure Manual

Further information on the use of the University telephone system is provided in the [Telecommunications Manual](#)

Review

The IT Investment Advisory Council is responsible for the review of this policy every five years (or whenever circumstances require).