

ALGONQUIN COLLEGE DIRECTIVE	NO. OF PAGES 3	DIRECTIVE NO. C4
	ORIGINATOR V.P. Finance & Admin.	
	APPROVED BY President's Executive Committee	
TITLE VOICE COMMUNICATION	EFFECTIVE DATE 1988.11.02	REPLACES

POLICY

1. Only telephones specified by the College will be permitted to be installed in the College.

PROCEDURES

1. Additions
 - 1.1 The Director, Physical Resources is responsible for budgeting for all new telephone equipment and related Bell Canada charges. Changes to the system, such as requests for additional sets or service, will be carried out as required in conjunction with the approved College Activity Plan and/or traffic studies.
 - 1.2 Any requests for telephone equipment not forecast by a department and not budgeted by Physical Resources will be handled in accordance with the applicable budget principle and will require justification and approval as outlined in procedure 1.3
 - 1.3 Requests for telephone/telephone related equipment are to be directed in writing from "Major Budget Holders" to Physical Resources for evaluation and approval prior to submission to Budget Committee for approval to proceed, using the following criteria:
 - a. Each telephone set must have a full-time person or full-time equivalent position associated with it unless otherwise approved by the appropriate members of the President's Executive Committee.
 - b. Each Academic Coordinator may be assigned a telephone.
 - c. When proximity of faculty offices allows, one telephone will be shared by eight (8) faculty members.

- d. Extensions are to be used where possible, or where traffic does not warrant a private line.
 - e. Proprietary Sets (SL-1) are to be issued to answering stations only. Each station must service a minimum of three staff members.
 - f. Any request for special features, either software or hardware will be evaluated against availability, cost and general needs.
 - g. College personnel with a physical disability may apply to Physical Resources for special telephone equipment to aid them in their daily communication tasks.
- 1.3.1 Should a request be rejected by Physical Resources on the basis of the above criteria, the member of the Budget Committee (representing the area making the request) may ask the Budget Committee to consider the request on an exception basis.
2. Alterations
- 2.1 No individual, other than qualified service personnel authorized by Physical Resources, will be allowed to connect, disconnect, repair, add options or in any way alter the configuration of the College Communication equipment.
- 2.2 No equipment, including answering machines, is to be attached to the telephone equipment without specific approval from Physical Resources.
3. Repairs/Removal
- 3.1 Instructions for reporting trouble or repair requests to Physical Resources are printed in the College Telephone Directory.
- 3.2 All calls to outside agencies for service to College owned voice communications equipment will be made by Physical Resources only.
- 3.3 Replacement costs of lost/stolen or damaged equipment is the responsibility of the respective user department. The departmental chair/manager will determine if a request for Contingency Funds is appropriate.

4. Long Distance

4.1 In order to access long distance facilities inside the College an Authorization Code must be used. The costs associated with the use of this Code are charged to the user's appropriate budget code. Acquisition and administration procedures relating to Authorization Codes are as follows:

- a. Requests for Authorization Codes are to be directed in writing to Physical Resources, by the appropriate "Major Budget Holder".
- b. The Human Resources department will advise Physical Resources of transfers or terminations in order that Authorization Codes can be updated and maintained.

4.2 Authorization codes and Credit Cards should be treated in the same manner as personal credit cards. Each employee is responsible for the security of his/her code and card. Any loss or theft should be reported to Physical Resources.

4.3 For the billing of long distance charges please refer to Budget Principle 2.10 Telephone/Voice Communications Equipment and Local Service.

5. General

5.1 A direct charge based on actual costs will be made for telephone service provided to OPSEU (Faculty), OPSEU (Support Staff), Administration Staff Association, Students' Association Offices and outside organizations.

(original signed by)
Director, Physical Resources

(original signed by)
Vice President, Finance and Administration