



UNIVERSITY OF ARKANSAS
FOR MEDICAL SCIENCES

UAMS ADMINISTRATIVE GUIDE

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SECTION: CAMPUS OPERATIONS

AREA: COMMUNICATIONS SERVICES

SUBJECT: TELECOMMUNICATIONS SERVICES

PURPOSE

The purpose of this policy is to inform departments within the University of Arkansas for Medical Sciences (UAMS) of the procedures to be followed in the use of telephones.

SCOPE

This policy applies to all UAMS employees, faculty and staff.

POLICY

It is the policy of UAMS to provide efficient and effective telephone service, to control costs, and to institute changes in service through the State Telecommunications Office.

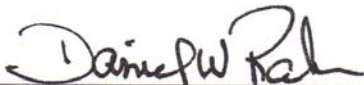
PROCEDURE

1. Departments requesting installation or changes in telephone service must submit a *Telephone Service Request Form* to the Telecommunications Department. The request may be hand carried to the Telecommunications Office in Room G280, mailed to Slot 559, faxed to ext. 686-5905 or e-mailed. Copies of the forms may be obtained from the Telecommunications Office or on our web page at www.uams.edu/telecom.
2. Departments completing the *Telephone Service Request Form* should try to anticipate moves, adds and changes, and should request all work to be done at one time. The request form must be completed in detail with as much information as possible and signed by the requesting Department Director or their designated representative. Departments with questions concerning the request forms should contact the Telecommunications Office at 686-5004.
3. Telecommunications will review all requests for feasibility and cost justification, and may recommend alternatives.
4. A minimum of ten working days is required from the date the order is confirmed until completion. However, the complexity of the order will determine the length of time actually required.

5. All telephone sets must be purchased through Telecommunications and become the property of the using department.
6. Prior to new construction or renovation work, the Director of Telecommunications must be advised in writing of changes which may affect the telecommunications system.
7. To report phone trouble, call 686-6420. Requesting departments are asked to furnish the name and telephone number of a contact person, the location, extension, and type of phone requiring repair, and detail of the existing problem. Repairs are generally completed within 24 hours. Phones in critical areas will be repaired as soon as physically possible.
8. The UAMS Telecommunications Department serves as the agency liaison with the Department of Information Services (the State Telecommunications Office) and all communication and requests should be routed through this office.
9. Telephone training sessions are available and can be arranged by contacting the Telecommunications Department.
10. All requests for pagers and all paging problems should be referred to the Telecommunication Department.
11. Telephone user instructions can be found on the Telecommunications web page www.uams.edu/telecom.
12. Overhead paging (hospital only): Dial "0" and the Hospital Operator will assist you. Paging is limited to key staff.

REFERENCES

UAMS Administrative Guide Cell Phone Issuance and Usage Policy, 11.5.03

Signature: 

Date: June 24, 2011