

Arkansas State University - Jonesboro

Effective Date: 07/01/96

Number: 04-12

Section: Facilities and Services

Subject: Facilities - Telephone Services

1. The university utilizes the Southwestern Bell Telephone System for on-campus telephone services.
 - a. The local telephone is prefixed by "972", "910", and "268" plus a four-digit number.
 - b. Dialing procedures are available from the Telecommunications Office.
 - c. The university maintains an on-campus operator from 8 a.m. until 5 p.m. Monday through Friday. The on-campus operator has information regarding resident students, staff, faculty, departments, and service areas.
 - d. All request for repairs, changes and installation should be made to the campus Telecommunications Office.
 - e. Base charges, long distance calls, changes in services and installation fees are charged to the departments.
 - f. A telephone that allows for conference calls with three or more individuals is available by IDT from the Telecommunications Office. A fee of \$25.00 for the use of the conference telephone is charged to the department.
2. A campus telephone directory is printed annually and receives campus-wide distribution through Student Life.
3. Resident student telephone services are provided in each room with campus and local calling available. Long distance service can be made with a calling card provided by AT&T/ACUS or with a card of the student's choice.

PROCEDURES

1. Request for installation, changes or services must be made by IDT and approved by Finance and Administration.
2. Temporary or special telephone requirements should be requested, in writing, through Finance and Administration. Arrangements for services are made through the Telecommunications Office and the appropriate account will be charged. Plans for special services should be requested as far in advance as possible to allow time for installation, etc.
3. Students make requests for special telephone features. Repairs are requested by the Residence Life Office. Repairs are made between 8:00 a.m. and 5:00 p.m. Monday through Friday.
4. In order to make long distance calls, faculty and staff must have a Personal Identification Number (PIN). A written request containing person's name, department, and the account number to be charged is required by the

Telecommunications Office. All terminations must be reported to the Telecommunications Office in writing to cancel PIN numbers.

5. Cellular telephone service must be requested on a wireless service order form provided by the Telecommunications Office. If approved by department chairperson, your request will be processed.
6. Satellite downlink conferencing is available through the Telecommunications Office. Initial scheduling starts with Telecommunications as to the availability of the dish. Once the date has been confirmed and scheduled, departments must send an IDT with the time, date and location of the downlink. The fee for the downlink signal is \$25.00 for ASU departments and \$50.00 for all off-campus organizations. Telecommunications is not responsible for providing TV or room locations. The Student Union, Convocation Center and the Library have rooms and auditoriums with these accommodations.

Revised on 11/15/2011.