

# **TELCOM SECTION M18 OF THE FACULTY**

## **HANDBOOK**

It is the policy of the College to provide the most efficient and economical telecommunications system possible to support the operations of the College.

Our current equipment includes an AVAYA Communications Manager 6 telephone switch and a UCN 250 voice messaging system. I have attached information that I hope will familiarize you with the features of both these systems and how to use them.

The College presently uses Windstream as our local and long distance carrier. This carrier requires the use of a seven-digit authorization code to complete long distance, international, and information calls. Authorization codes for personal and business calls are available from the TelCom Office. All requests for authorization codes require a Supervisor's approval. Business authorization codes are used to place calls that pertain to your job. Personal authorization codes allow individuals to make personal calls from work and individuals will be charged for them. A Supervisor may at his/her discretion restrict an employee's telephone to campus and/or campus and local calls only.

Our local calling area consists of the following exchanges: 212, 229, 244, 250, 261, 262, 265, 267, 268, 274, 276, 322, 323, 328, 353, 355, 358, 379, 384, 386, 552, 590, 603, 621, 714, 742, and 869.

New employees receive an informational packet, via email, upon arriving on campus. This packet contains a business and personal authorization code, a link to the telephone user's guide, and voice mail instructions.

The telephone system is coordinated through the TelCom Office. Please direct any questions regarding your telephone service to the TelCom Office at extension 3000.

The following is a brief description of our most commonly used dialing patterns:

**LOCAL CALLS:** Dial 9 followed by the completed seven digits of the number you are dialing. Authorization codes are not required to place local calls from the administrative phone.

**ON CAMPUS CALLS:** Dial the last four digits of the number, example 3000.

**800 CALLS:** Dial 9, then 1-800 and the last seven digits of the toll free number you are dialing. Toll free calls from an administrative telephone line do not require the use of an authorization code.

**LONG DISTANCE CALLS:** Dial 9, 1 and the area code (only if outside 315) and then the seven digits of the number you are calling, when you hear the “bong” enter your seven digit authorization code.

**INFORMATION CALLS:** Dial 9, 1 and the area code, city code, the number you are calling, wait for the “bong”, enter your seven digit authorization code.

**INTERNATIONAL CALLS:** Dial 9, 011 and the country code, city code, the number you are calling, wait for the “bong”, enter your seven digit authorization code.

**CALLING CARD CALLS:** Dial 9, followed by the toll free access number your calling card company has provided you.