

# UNIVERSITY OF WASHINGTON, BOTHELL POLICIES AND PROCEDURES MANUAL

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## TELEPHONE SERVICES

1.1

REV 08/14

Finance and Administration

425.352.5235

### OVERVIEW

Facilities Services coordinates with UW Communication Technologies for the acquisition and service of new or existing UW Bothell telephone numbers.

### POLICY

University departments must acquire or lease communication equipment and services from Communication Technologies. Use of University communication equipment and services is restricted to University business only in compliance with [RCW 42.52.160](#), [WAC 292-110-010](#), and [Advisory Opinion 97-04](#) is retired and now part of [Washington State Executive Ethics Board FAQs](#).

### PROCEDURE(S)

#### *Requesting Telephone Equipment or Service*

Please call Facilities Services at 425-352-5466 to request telephone installation, service, repair, or information.

- Dial tone is provided and wired by IT Customer Care Center.
- Facilities Services is responsible for equipment acquisition and campus dial tone.
- Customer is responsible for telephone jack installation fees.
- Customer is responsible for voicemail and other special feature fees.
- Customer is responsible for repair, including battery replacement. Any repair reports are subject to billing on a Time & Materials basis.

For a detailed list of the following services available, visit the [Communication Technologies' Web site](#):

- Area Codes and Calling Areas
- Cellular Phones
- Dialing Procedures, including long distance
- Telephone Features and their use

### ADDITIONAL INFORMATION

[UW Administrative Policy Statement 55.8: "C&C Customer Care Center](#)



Policy”

Facilities Services

Phone: 425.352.5466

E-mail: [plant@uwb.edu](mailto:plant@uwb.edu)

NEXT REV 08/14