SUBJECT:	Effective Date:	Policy Number:
Telecommunications Services	10/14/2019	4-003.2
	Supersedes:	**Page** **Of**
	4-003.1	**1** **4**
	Responsible Authority: Vice President for Information Technologies and Resources and Chief Information Officer	

DATE OF INITIAL ADOPTION AND EFFECTIVE DATE 12/15/2010

APPLICABILITY/ACCOUNTABILITY

This policy applies to all University of Central Florida telecommunication systems and university personnel who use them.

POLICY STATEMENT

University telecommunication services are administered by UCF IT Telecommunications, which is the sole authorized provider of telecommunications services for the university. Telecommunications services include but are not limited to telephony, wired and wireless data networks (Local Area Network), data circuits (Wide Area Network), cable TV, smartphone support, infrastructure cabling, Internet service, Internet2, Florida LambdaRail, E911, Digital Antenna Systems (DAS), and two-way radio communications. No communications systems or services may be interconnected with UCF communication systems or provided to the university as an enterprise solution without the prior approval of UCF IT Telecommunications.

Any violation of this policy and procedures may result in immediate loss of network and computer access privileges, seizure of equipment, or removal of inappropriate information posted on university-owned computers or university-supported Internet sites. In addition to these corrective actions, failure to comply with this policy and procedures may result in disciplinary action up to and including termination.

DEFINITIONS

CATV Service. Campus Cable Television service is provided by a local CATV franchised provider under contract with UCF.

Communications System. A communications system is any wired or wireless transmission system that carries voice, video, or data service, whether analog or digital.

Data Network. The cabling, hardware, and software comprising the university network, including interconnections to external networks. Includes both wired and wireless networks.

E911. Enhanced 911 emergency response service through which UCF building names, room numbers, and telephone numbers are provided to UCF Police Public Safety Answering Point (PSAP) consoles. E911 calls are directed to PSAPs. On-campus calls are directed to the UCF Police PSAP. E911 calls made off campus are directed to the appropriate city or county PSAP.

Smartphone Enterprise Service. Smartphone Enterprise Services enable users of smartphones, such as iPhone and Android phones, to synchronize their email, calendars, appointments, and notes to the respective enterprise services. Not all smartphone brands or operating systems can be supported. Contact the UCF IT Support Center at 407-823-5117 or itsupport@ucf.edu for additional information.

Telecommunications. The transmission of information over a distance by wire, radio, optical, or other electromagnetic system. Such transmission may include text, numbers, sounds or images and may be in analog or digital form.

PROCEDURES

Departments must initiate requests for telecommunications services by submitting a Telecommunications Request Form (TRF). All submitted TRFs must be approved by an authorized person on the Department Authorization List (DAL) before work can begin. The TRF can be accessed at https://it.ucf.edu/our-organization/telecommunications/. UCF IT Telecommunications will generally respond to fully completed TRFs within a minimum of three business days and typically deliver requested services within five business days. Projects such as larger departmental moves, major equipment or cabling installations, will require additional time for completion.

The following are examples of available telecommunications services:
- telephone service, including local and long distance;
- voice mail;
- data and other special circuits from local service providers;
- cable TV (CATV);

- campus local area network (LAN) design, infrastructure, and cabling;
- network planning, design, and installation;
- two-way radio frequency coordination and licensing;
- enterprise smartphone synchronization.

Additional telecommunications services and products can be found by visiting https://it.ucf.edu/our-organization/telecommunications/ .

The university provides telephone systems and long distance services for official university business. University employees are allowed to make incidental use of the telephone system for necessary personal calls.

Departments are responsible for notifying UCF IT Telecommunications via a TRF for requesting disconnections when services are no longer required. Departments discovering charges for services or equipment that have been previously requested to be disconnected will be given credit for the charges. However, credit for disconnected services or equipment will only be applied retroactively to the month of requested disconnection and no more than six months within that same fiscal year.

Personal or departmental devices that interfere with or degrade the performance or security of the university voice, data, or CATV networks will be deactivated or removed when detected.
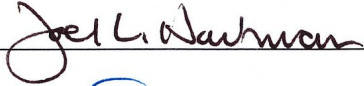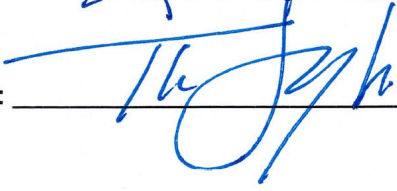
For assistance with project planning, design, or installation; to report communications or billing issues; or to schedule employee training on telephone equipment or communication protocols, contact the UCF IT Support Center at 407-823-5117 or itsupport@ucf.edu.

The Americans with Disabilities Act requires that public entities provide auxiliary communication support to ensure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently than non-disabled persons. It is the responsibility of each department to provide adaptive communications assistance to employees or students with disabilities. UCF IT Telecommunications will assist departments with the selection, and acquisition of adaptive equipment or services. Each department is responsible for the cost of any equipment or service required to meet its adaptive service requirements.

RELATED DOCUMENTS

Policy 4-009 *Cellular Telephone Acquisition and Use*
https://policies.ucf.edu/

INITIATING AUTHORITY Vice President for Information Technologies and Resources and Chief Information Officer

<table>
<tr><td colspan="2" align="center">**POLICY APPROVAL**
(For use by the Office of the President)</td></tr>
<tr><td colspan="2">Policy Number: 4-003.2</td></tr>
<tr><td>Initiating Authority: _____</td><td>Date: _10-4-19_</td></tr>
<tr><td>University Policies and
Procedures Committee Chair: _____</td><td>Date: _0|4|19_</td></tr>
<tr><td>President or Designee: _____</td><td>Date: _10/14/19_</td></tr>
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History: 4-003 5/21/2011; 4-003.1 5/10/2014