



ADMINISTRATIVE
POLICIES AND PROCEDURES MANUAL

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PAGE
F9-110.0

SUBJECT
FACILITIES AND SERVICES

SUB-TOPIC

TELEPHONE SERVICES – PBX Systems

The PBX System is used for all local, long distance interstate, and intrastate telephone calls.

The PBX System provides UTD with a variety of features including:

call transfer	call forwarding
consultation hold	call pick-up within a group
three-way calling	call hold

Certain optional features and all changes; e.g., new telephone service or disconnecting existing service should be submitted to Telephone Services through a Telephone Service Request (see Exhibit F6). All service requests must be submitted with proper approval.

Questions regarding the UTD Telephone System and Telephone Service Requests should be directed to the Telephone Services Offices at extension 2700 or to Mail Station JO48.

- A. The Voice Messaging System: The Voice Messaging System (Octel) is a feature which allows messages to be received or sent by you. Additional enhancements can be customized to meet your specific needs. Contact Telephone Services for further information.
- B. Procedure for Placing Calls: Intercampus telephone calls (UTD and Callier) can be placed by dialing the last four digits of the telephone number; e.g., to call Human Resources, whose telephone number is 883-2221, dial 2221.
- To call a local off-campus number, dial 9 + the telephone number; e.g., 9-844-6611.
- For information regarding other kinds of telephone calls, consult the Southwestern Bell Telephone Company directory or contact Telephone Services.
- C. Reporting Malfunctions: Telephone malfunctions should be reported directly to Telephone Services by dialing extension 2700.