Telecommunications Procedures

There are four basic types of assistance provided to the GSU telecommunications user, they are: requests, service (trouble-shooting), inquiries, and reports.

REQUESTS: All requests (telecommunications, service, or voice mail AUDIX)) except Long Distance Authorization Codes and relocations, are to be submitted via Track-IT!

- Requests for new services, relocations, and AUDIX accounts are fiscal requests. A Department Head, Dean, or V.P. must enter the requests. Information such as extension, user name and office location are essential and should be entered in the description dialog box.
- Long Distance Authorization Requests are to be filled out via the web at www.gram.edu>gsunet > RESOURCES&SUPPORT>Long Distance Authorization Code. Once all signatures are recorded, the form is to be faxed to extension 7788. This extension is a dedicated PC that is used for receiving faxes only. It not only provides a record of all transactions, but it also allows for a more legible code to be issued.

SERVICE (trouble-shooting): Make these requests by calling the ITC help desk at 6555 or by direct entry into Track-IT. Service calls may be entered by anyone except students entering a call regarding problems in a dorm room. All dorm room troubles are to be submitted to the dorm counselor or the Housing Office. Service calls include: no dial tone, static, damaged chord, phone jack, fax, or handset trouble. Basically, a service request can be issued for any problem with an existing station that uses a dial tone and is not functioning properly.

INQUIRIES: Assistance with using sets, system features, AUDIX accounts, and other telecommunications questions are currently answered by contacting the Telecommunications Office.

REPORTS: Currently, the Telecommunications Department only generates reports upon the request of the ITC Associate Vice President. These include malicious and harassing calls. CBX information is generated in technical format and sent to Bell South for report generation.