

HOW TO PROCESS A TELEPHONE REQUEST

Any adds, moves or changes in your telephone service should be processed by the requestor as follows (FOR REPAIRS SEE#5):

1. The Telecommunications Administrator is available to assist in planning your telephone needs, determining alternatives if available, and estimating the cost by calling ext. 2433.
2. Meet with the appropriate person in your department who coordinates telephone matters to be certain your department has funding for, and is willing to pay, the cost of the service being requested. Telephones paid directly by Research Grants must consult the Project Director as well as the Office of Research Administration to be certain the grant is able to pay for the service requested.
3. Send an e-mail request to helpdesk@downstate.edu . Please indicate what type of work is necessary (i.e.: add/delete a phone, inside moves, class of service changes, etc.). The following should be included:
 - Telephone extension number(s) involved.
 - Location(s) involved (Specify Bldg. as well as specific Room #; an attached room diagram is most helpful).
 - If new equipment / lines are being requested, the type of equipment and features such as class of restriction, call pick-up group, call coverage path, voice messaging etc. must all be included.
 - A person and their telephone extension to contact to arrange exact details and work dates.
 - The State telephone recharge accounts to fund request (Hospital requests must be pre-approved by the Department Administrator/Director/Chairman).
4. The State account will be reviewed to determine if funds are available to cover both the current service for the full fiscal year, PLUS the additional costs of the new request (installation and monthly charges for the remainder of the fiscal year). It may be necessary to transfer funds to cover this amount or explain alternate funding. Often this involves a "Reassignment of Funds" form to be prepared by the requestor and approved by the DMC Budget Office. Once adequate funding is determined to be available, the request will be processed. From the date of the approved request with funds available, there is generally a 10 working day response for small installations, moves and other changes. Major construction or entire office projects frequently require additional lead-time to order equipment and schedule wiring installations. Please allow sufficient lead-time and contact the Office of Telecommunications as far in advance as possible.

5. **Telephone Repairs** can be called into extension **2840**, 24 hours a day, 7 days a week. Please also email the helpdesk@downstate.edu to create a ticket for your repair request. When calling in a repair, indicate the telephone extension, the room number, a contact person, and the nature of the problem. Repair requests received before 3PM are processed the following business day unless an emergency situation prevails. Patient care related repairs are given first priority. **IF YOU HAVE PLACED NON-Avaya EQUIPMENT** on your telephone line, your equipment is unsupported and will not be repaired by DMC telecommunications. Fax machines are not supported by DMC telecommunications. Refer to manufacturer warranty or service contract for fax machine repair