

UCD Telephone Services Usage Policy

Terms & Conditions



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UCD Telephone Services Usage Policy Terms & Conditions

1. UCD Fixed Telephones

Fixed telephone extensions are a recognised important communications tool in UCD.

At the request of an employee, Telephone Services may install a telephone for a member of UCD staff where it is deemed a requirement to support their University duties. Further approval by a School or Unit Head or appropriate administrator may also be sought.

In addition to telephone extension installations, Telephone Services also carries out telephone functionality configuration, voicemail setup and account management, the lease and installation of telephone conference call equipment, fault rectification and billing services.

2. Application Process and Restrictions

Members of UCD staff may apply for a fixed telephone extension by directly contacting the Telephone Services helpdesk on telephone.services@ucd.ie or 01 716 1800.

3. Charges

All telephone extensions require a valid Cost Centre Code for invoicing and reporting purposes. Invoices are issued monthly to College / Unit administrators.

Non-profit and/or charitable organisations are required to pay for the use of the service.

Invoices comprise any fixed line rental charge(s) and telephone call cost charge(s) incurred during the previous billing period.

Users can request current line rental and call charge rates by emailing the Telephone Services helpdesk at telephone.services@ucd.ie

4. Accountability

By using the UCD Fixed telephone service the User agrees to the UCD Fixed Telephone Usage Policy Terms and Conditions. Telephones must only be used in an efficient, lawful, safe and ethical manner.

Users are accountable for the appropriate use of their UCD telephone and must abide by all national and University policies, legislation and regulations applicable to the use of telephones.

The use of UCD telephones is restricted to UCD business. Personal use is defined as any non-UCD business use.

User accounts are subject to auditing and must be able to withstand public scrutiny and/or disclosure. Users may be called upon to explain their use of University funded telephones.

Interference with telephony network and end-point equipment including extensions and network points must be supervised by Telephone Services.

Any costs associated with the restoration of service or equipment as a result of damage, loss of service, or bypassing of services provided by the University, due to unauthorised access or interference (even if unintentional) are chargeable to the User.

Due care of installed telephone extensions is expected.

5. Security

Users who have experienced instances of malicious or nuisance calls may refer to the UCD Reporting Malicious and Nuisance Calls document for information on correctly reporting and tackling the issue.

All instances of suspected abuse are investigated and where appropriate reported to An Garda Síochána.

6. Privacy

UCD operates an open Direct Dial-In (DDI) policy and does not allow for the masking of extension numbers.

7. Document History

This document was last updated on 21 June 2017.

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