



STANDARD OPERATING PROCEDURE

DEPARTMENT:	Business & Admin. Services	TITLE:	Telephone Service Request
PURPOSE:	<p>The purpose of this standard operating procedure is to provide information for securing and using District provided telephone services and to keep telephone costs to a minimum.</p>		
PROCEDURE:	<p>Switchboard and hours The Laney College Switchboard is open from 8:00am to 4:30pm Monday through Friday.</p> <p>Automated Attendant: Will be maintained and updated by the department’s designee. The following departments have this service: Admissions & Records, Assessment Center, Culinary Arts, Cosmetology, Cashier, Financial Aid, Counseling/Transfer Center and EOPS/Peer Tutors.</p> <p>A. Service Requests: NEW OR MODIFIED SERVICE: All requests for improvements and/or alterations to telephones and telephone equipment must be submitted on a <i>TELEPHONE WORK ORDER REQUEST FORM</i>. All work orders must be approved by the appropriate Administrator. These forms may be obtained from the College Operator or the Laney College Business Office. Completed forms, with appropriate signatures are sent to the Switchboard mailbox located in the Administration Bldg. Lobby. Department and/or special projects will be charged for all changes and/or alterations including installation costs.</p> <p>CELL PHONE REQUESTS: Cell phone information and distribution is through the Office of General Services at 466-7336.</p>		



MALFUNCTIONS:

All telephone problems are to be reported to the College Operator by dialing 3133 or *0. The following information is needed: extension number, room location, your names and a detailed description of the malfunction.

B. Telephone Directories

TELEPHONE DIRECTORIES AND CHANGES TO COLLEGE DIRECTORY:

Requests for College directory are to be directed to College Operator by dialing 3133 or *0.

To access directory for Peralta Colleges and District Office use www.peralta.edu and click on directory.

Submit additions, deletions and/or corrections for the College directory to : Staff Assistant, Communication Services

For requests for AT&T directories contact: Staff Assistant, Communication Services. There may be a fee for some directories.

To contact personnel and offices at other colleges in the District or the District Office dial the access codes:

ACCESS CODE:

- **7** + three digit extension number for District Office
- **2** + three digit extension number for College of Alameda
- **3** + three digit extension number for Laney College
- **6** + three digit extension number for Laney College
- **2** + three digit extension number for Merritt College
- **2** + three digit extension number for Berkeley City College

C. Use of District provided telephones

District provided telephones are provided for use for College business only. No incoming collect calls or third-party calls are to be billed to Laney College. No District telephone service is provided for students. Students are to be instructed not to have family or friends call. In case of emergency, the student is to have families contact the Sheriff's Department at 510-465-3456.



Administrative approval is required for long distance calls. The College Operator is to be informed when placing personal calls. Personal calls will be payable when billed. Payments for personal calls are made at the Cashier's Office.

Pay telephones are available for personal use by Laney College employees and students. Pay telephones are located in the Administrative Bldg. Lobby, Student Center and Student Parking lot.

Plan your telephone use carefully limit the number and length of calls. Telephone calls over 15 minutes will be charged back to the originating office as overtime calls.

Use TOLL FREE numbers if available. 800 numbers are toll free to the caller and administrative approval is not required. Toll Free numbers can be reached by dialing 9 then 1-800-number.

D. Responsibility for answering phone calls and use of voice mail.

It is the responsibility of the individual assigned to an extension number to answer, record personal greeting, set out of office greeting and to check voice mailbox for messages.

E. Telephone Billing

Those departments that are considered "Special Projects" are responsible for all costs of telephone services: overtime calls, installations, adds, moves and changes, etc.

Key Words:

1. **Directory:** An alphabetical or classified list (as of names, telephone numbers and addresses).
2. **Telephone Work Order Form:** A form used to process requests for services.
3. **Long Distance:** Calls out of the 510 Area Code.

Resources:

1. Laney College Communication Services Instructions and Regulations for Use of College Telephones
2. Laney College Telephone Directory
3. Laney College Telephone Work Order Form



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DEPARTMENT: Business & Admin. Services		TITLE: Telephone Service Request	
KEY WORDS			
DEFINITIONS AND ABBREVIATIONS			
RESOURCES			
Last Edits:			
Responsible:		Approved by:	
Date for Review:		File Ref:	
Previous Titles:			