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AM-507-1

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Municipal Telephone Exchange

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All telephone service and equipment within the City government are provided by the Municipal Telephone Exchange.

Agency Representatives

Each agency must select 1 or more employees to represent the organization in its dealings with the Municipal Telephone Exchange. The names and titles of the authorized representatives must be submitted to the Municipal Telephone Exchange by means of a MEMO (28-1418-5007) [AM-508-1] from the agency head.

Requesting Telephone Equipment

To request surveys of telephone requirements or equipment installation, change, or removal, a TELEPHONE SERVICE REQUEST (28-1308-5013) [AM-507-1-1] must be submitted to the Municipal Telephone Exchange by the agency's authorized representative. Requests received from persons other than the authorized representative will not be honored.

The TELEPHONE SERVICE REQUESTS for routine work must be received by the Municipal Telephone Exchange at least 10 work days prior to the desired installation date. Requests for complex work require more notice to be given. While the exact time requirements vary depending on the nature of the work involved, requests for complex work must be received at least 15 work days prior to the desired installation date.

Billing

All costs associated with a telephone number will be charged against the budget account number provided by the agency on the TELEPHONE SERVICE REQUEST. Only 1 budget account number will be allowed on a single TELEPHONE SERVICE REQUEST. Adjustments for split funding, shared costs, etc., are the responsibility of the requesting agency, and should be made through use of a JOURNAL ENTRY (28-1428-5020) [AM-406-1].

Long Distance Business Calls

Agencies must submit a LONG DISTANCE CALL AUTHORIZATION (28-1308-5118) [AM-507-1-2] to the Municipal Telephone Exchange for each long distance (toll) call.

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Personal Calls

LOCAL CALLS

City telephones are not to be used by employees for personal messages except in emergencies. Pay telephones located in various buildings should be used for personal calls.

LONG DISTANCE CALLS

If it becomes essential for an employee to make a personal long distance call during working hours using a City phone, he should attempt to have the call billed by the operator to a personal phone number, e.g., his home phone, or ask the operator to place a collect call (reverse the charges). If neither of these actions can be taken, the employee must record the call on a LONG DISTANCE CALL AUTHORIZATION and reimburse the Municipal Telephone Exchange for the cost of the call.

A \$10 penalty will be assessed against any employee who is found to have made a long distance call without intending to pay for it.

Telegrams or Mail-o-grams

Agencies must submit a LONG DISTANCE CALL AUTHORIZATION to the Municipal Telephone Exchange for all telegrams or mail-o-grams charged to a City telephone number. The word "telegram" or "mail-o-gram" must be entered in the upper right-hand corner of the form. If the message was sent to multiple locations, the locations and the total number of telegrams sent must be noted on the reverse side of the form.

Emergency Duty Personnel

Agencies must provide the Municipal Telephone Exchange with a current list of duty or emergency personnel to be called upon during non-working hours. This list should include the names and telephone numbers of these employees and a brief description of the types of calls to which they will respond.

These lists of emergency duty personnel are confidential. No private telephone numbers will be given out at any time.

Public Events

The Municipal Telephone Exchange must be notified of any public event which involves the City government or any of its officials as sponsors or participants. (See AM-103-1 for details.) If

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City-provided telephone service is anticipated, that service must be requested through the submission of a TELEPHONE SERVICE REQUEST.

Directory Listings

Agencies must submit to the Municipal Telephone Exchange by MEMO of any additions, changes, or deletions to either the Municipal Telephone Directory of the C & P Telephone Directories.

Obtaining A Municipal Telephone Directory

The Municipal Telephone Directory is stocked in the City Warehouse. The complete directory consists of a 7-ring, orange vinyl binder and a set of loose (unbound) directory pages.

To order the directory, prepare a WAREHOUSE REQUISITION (28-1458-5129) [AM-302-1-1], specifying Warehouse Division 02 and citing the following information:

<u>Stock No.</u>	<u>Description</u>	<u>Issue Unit</u>	<u>Unit Cost</u>
23-0380-7777	Binder, 7-ring, orange	Each	See Warehouse Catalog
23-0380-7780	Municipal Telephone Directory Pages	Each	No Charge