



New York Medical College Policy and Procedure Manual

Section: TELEPHONES	No.: FM.402
	Date: Oct. 4, 1993
Subject: TELEPHONE INSTALLATION AND REPAIR	Page 1 <i>of</i> 2
	Supersedes:

I. Purpose

To establish guidelines for the installation and repair of telephones.

II. Scope

This policy applies to all College departments, faculty, and staff.

III. Definition

Installation - the provision and activation of a telephone handset.

Repair - the correction of operational problems with telephone handset.

IV. Policy

It is the policy of New York Medical College to provide and maintain appropriate telephone equipment to conduct College business.

V. Procedure

A. For new or additional lines and/or equipment:

1. A **Telephone Equipment/Work Request (FM-5)** form must be completed and approved by an authorized person in the requestor department and submitted to the Facilities Management Department.
2. The Facilities Management Department will determine the cost of the work and obtain further required approvals.

Issued By:	Approved By:
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- a. All requests shall be approved by the College's Controller's Office for available funds and by the Director of Facilities Management for reasonableness and completeness.
 - b. Requests for Westchester County Medical Center telephone lines require the approval by their Director of Communications.
3. The Facilities Management Department will contact the College's telephone service contractor to perform the requested work.
- B. For repairs to existing telephone equipment at the Valhalla Campus, call the Facilities Management Department at 993-4572.

VI. Responsibility

A. Departments

1. Forward a completed **Telephone Equipment/Work Request (FM-5)** form for new or additional lines and/or equipment.
2. Contact the Facilities Management Department for repairs to existing equipment.

B. Controllers Department

1. Verify the availability of funds.
2. Charge expenses to appropriate department(s).

C. Facilities Management Department

1. Complete submitted request forms.
2. Arrange for the work/repairs to be performed.
3. Provide advice and guidance with respect to the interpretation and administration of this policy.