

## TELECOMMUNICATIONS POLICY

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**Effective Date:** November 13, 2012

**Originating Office:** Office of the  
Vice-President, Services

**Supersedes/Amends:** October 1, 1997

**Policy Number:** VPS-31

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### PURPOSE

Telecommunications services and their associated infrastructures are intended to support the overall objectives and operations of Concordia University (the “**University**”). These services include telephone, teleconference, video-conference, facsimile, and inter-network services. This Policy defines the acceptable use of the University’s resources with respect to telecommunications services.

### SCOPE

The conditions of this Policy shall apply to all University faculties, departments, institutes, schools, units, and arms-length organizations which serve the University, as well as University students, and student associations and organizations which use University facilities in the pursuit of their activities (referred to as “department” for the purposes of this Policy).

### POLICY

#### General

This Section shall apply to all telecommunications services, including but not limited to telephone, teleconference, video-conference, facsimile, and inter-network services. Inter-network services include telecommunications services implemented by software and carrier-provided networks.

1. University telecommunications services are provided primarily to facilitate official University business and activities. However, the University recognizes that these services may also be used for incidental personal purposes. Such incidental use must not:
  - interfere with University operations
  - burden the University with incremental costs
  - interfere with the user’s employment or other obligations to the University

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- infringe any other condition of employment or University policy and procedure.

Such incidental use shall be kept to a minimum and, in the case of any toll calls, such as long distance, 411, or external operator assistance calls, shall be paid by the user.

2. Purchases of telephones and all telecommunications services and equipment not listed on the Instructional and Information Technology Services (“IITS”) website, irrespective of location, require the approval of IITS to ensure that the services and equipment obtained are compatible with the University’s current telecommunications network and facilities. IITS shall have the authority to remove or discontinue any unapproved service or equipment.
3. The department shall be responsible for all costs related to damages associated with the installation, operation or removal of telecommunications services or equipment not approved by IITS.
4. Certain limitations on service and equipment allocations shall be imposed based on the University telecommunications budget. Nonetheless, departments shall be permitted to fund their own additional service requirements provided that ongoing costs are taken fully into account in such instances. Such additional services shall be listed on the IITS website or may be requested through IITS.
5. The University’s telecommunications budget will not reimburse private telecommunications rental and operational costs. These include but are not limited to telephone, modem, facsimile, and inter-network service costs.
6. The general deployment of externally provided telecommunications services (.i.e. modem, ISP) directly onto desktop computers and departmental servers is not normally permitted as this may compromise the security of the University networks.

In exceptional circumstances, the University may permit the deployment of such services to a desktop or departmental server. Requests for such services must be made to IITS.

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7. Detailed call records are maintained by the University. Related costs are recovered from the relevant department.

To ensure individuals' rights to privacy, IITS protects call records from routine disclosure except when needed for:

- validation of charges
- ensuring appropriate use or compliance with any University policy or procedure
- audit, record keeping, investigative or legal purposes.

### Responsibilities

8. IITS is the custodian of the University's inside and outside telecommunications systems and facilities. It is responsible for the administration of telecommunications services throughout the University in accordance with this Policy.
9. It is the responsibility of IITS, under the authority of the Vice-President, Services, to:
- provide consulting services for voice communications and offer training regarding the correct use of the University's telephone systems
  - act as a liaison between telecommunications service suppliers and the University community
  - apply this Policy and its related guidelines, standards and procedures
  - administer the telecommunications budget
  - ensure the most appropriate and advanced forms of telecommunications services are in place to meet the needs of the University
  - procure and maintain telecommunications services and equipment
  - monitor performance of internal infrastructure as well as all gateways to external networks for the purpose of ensuring system availability and reliability
  - manage internal and external telecommunications traffic to protect infrastructure systems (i.e. reliability, authorized use). Traffic deemed to represent unacceptable risk, at IITS's discretion, will be blocked or limited.

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10. Every three (3) years, IITS shall review this Policy and its associated guidelines, procedures and standards and may recommend revisions to the Vice-President, Services.
11. Each department shall appoint a “Department Telephone Coordinator” to act as the liaison between their department and IITS. The responsibilities of the Department Telephone Coordinator include:
  - authorizing telecommunications service work and use of facilities located within areas of their jurisdiction
  - consulting with IITS about new installations, moves and changes
  - reviewing telecommunications billing to determine the validity of the charges and credits
  - reviewing and updating the department’s inventory of services and equipment as requested by IITS or upon changes in personnel or in the department’s requirements
  - reviewing and updating the department’s information on the University’s telephone directory.
12. Departments are responsible for the timely review of all telecommunications charges appearing in their Financial Information System (FIS) account(s). Inquiries related to questioned charges shall be directed to IITS. Charges identified as unofficial shall reimbursed by the user.
13. Inquiries related to blocked or limited traffic shall be directed to IITS.

### Telephone Service

14. The University’s telecommunications budget funds the monthly service charges for the basic telephone service package, as outlined on the IITS web site (“Package”) for employees whose salary is paid out of the University’s General Operating Fund as per the following:
  - one Package for each full-time faculty member or visiting scholar
  - one Package for each full-time administrative or professional staff member
  - one Package for each group of three full-time support staff. Exceptionally, in cases where there is heavy telephone usage, or where line sharing is not practical, IITS may allocate additional lines.

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One of the above noted Package(s) shall serve as the departmental line.

15. The entitlement of University telephone services and equipment is not pre-determined for arms-length organizations which serve the University or University student associations and organizations which use University facilities in the pursuit of their activities. Such organizations are required to contact IITS for further information.
16. The University shall make emergency telephones available on University premises to be used strictly for emergency purposes. It is the University's Security Department that determines the number and location for such emergency telephones and absorbs the related costs.

### Facsimile ("fax") Service

17. All recurrent costs associated with operating a fax machine are borne by the department in which the fax machine operates.
18. Given that faxes are generally recognized as an insecure means of communication, consideration should be given to the appropriateness of using faxes to transmit confidential or sensitive information.

### Telephone Directories

19. The University reserves the right to publish a telephone directory. This directory shall contain at least the following information: the person's first name, last name, title, their extension number, and the name of their department. Optionally, a Concordia email address may also be published.
20. All University personnel are responsible for ensuring that IITS is provided with up-to-date information for their entry in the University's telephone directory.

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### Abuse of Telecommunications Services

21. Any communication that is threatening or offensive shall be immediately reported to the University's Security Department. If the Security Department determines the need to monitor such communication, the appropriate police legal procedures will be followed.
22. Suspected fraud on long distance shall be immediately reported to IITS and the Security Department.
23. Violations of this Policy may result in disciplinary action in accordance with the relevant collective agreement or University policy.