



Administrative Policies and Procedures

Procedure Number	Subject	Effective Date	Revised Date
BU-1.1.18	Telecommunications	07/01/2007	

I. Purpose

To provide installation, service and repair for all Telecommunication needs of the College including fiber optic wiring for voice and data.

To monitor costs and coordinate communication with the Georgia Technical Authority (GTA) and the College.

II. Policy

The department budgetary head has the primary responsibility for approval of all new installation and disconnection charged against accounts under his/her administration

III. New Service Installation or Disconnection of Service

The department head will submit to the Telecommunications Coordinator in the Business Office an email or memo outlining specific new service requested. The Telecommunications Coordinator will complete a GTA work order form describing new service desired. This form will be sent to GTA, which in turn will relay request to the proper service technician. Under normal circumstances, work should be completed within 2-4 weeks. Departments have the option of purchasing telephone equipment from an outside vendor or from GTA. All telephone equipment purchased from GTA under \$1,000 is the property of the College and must be replaced at the cost of the College if equipment malfunctions.

IV. Service or Repair Needs

All service and repair needs should be reported verbally or by email to the telecommunications Coordinator. The Telecommunications Coordinator will report all repair requests by email or telephone to GTA, who will relay the repair requests to the proper service technician. Under normal circumstances, repairs should be completed within 2-5 working days.