



ADMINISTRATIVE PROCEDURE

SAN DIEGO UNIFIED SCHOOL DISTRICT

NO: 5625

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CATEGORY: **Support Services, Communications**

EFFECTIVE: **7-31-92**

SUBJECT: **Telephone Service**

REVISED: **7-09-99**

A. PURPOSE AND SCOPE

1. To outline administrative procedures governing telephone service in existing or new schools, departments, or offices, including types of service available.
2. **Related Procedures:**
 Telephone toll calls and cellular charges 5627
 Allocation formula for school telephones 5626

B. LEGAL AND POLICY BASIS

1. **Reference:** Board policy: E-2050, E-2100, E-4000, G-3000, G-7000.

C. GENERAL

1. **Originating Office.** Suggestions or questions concerning this procedure should be directed to the Telecommunications Office; Administration Program; Maintenance, Operations, Warehousing, and Distribution Department; Business Services Division.
2. The Telecommunications Office handles *all contacts* regarding new service or changes in service between schools/departments and telephone companies and equipment vendors. This office provides all directory listings to Pacific Bell.
3. Telephone numbers and special services are assigned to schools and departments using the district telephone service allocation formula (see Procedure 5626). Special conditions may require study which can result in exemption from the formula. All questions about special conditions should be directed to the Telecommunications Office.
4. **Formula and Practices**
 - a. **Regular schools** (see Procedure 5626).
 - b. **Special schools and locations** with special problems receive individual consideration; each request is reviewed in terms of service needed and traffic.
 - c. **Child development center** telephones are located in all extended-day or nursery program facilities and are limited to one instrument for each supervisor and clerk. Additional telephones may be approved by the Child Development Programs office.

- d. **Private telephones** on district premises paid for by individual staff members are *not permitted*. Telephones for purposes directly related to instructional programs, paid for by instruction-related groups (parents of band or drama students, School Advisory Committee, School Site Council, or PTA), may be approved by the site principal provided such telephones are not installed in or adjacent to classrooms where they might interrupt the instructional program.
- e. **Pay telephones**
- (1) Public pay telephones are installed at middle, junior high, and senior high schools. Public pay telephones are also installed at special designation schools and central office buildings as conditions warrant.
 - (2) The location and number of pay telephones are based on use and dollar volume to Pacific Bell; pay telephones may be installed or removed at the company's discretion.
 - (3) Pacific Bell's policy requires a specific level of income from each pay telephone (including third party, collect, and credit card calls) to qualify a site for free installation of a pay telephone. Without sufficient income potential, an installation charge and monthly fee is paid for the service. Any site requiring the installation of a pay telephone that does not meet Pacific Bell's rate of return criteria must fund such an installation with site funds.
 - (4) The installation of customer-, district-, or vendor-owned and maintained pay telephones is *not* permitted.
- f. **Cellular phone purchased by sites/departments**
- (1) The site administrator/department head may initiate a request for obtaining a cellular phone, to be funded by site budgets.
 - (2) The Telecommunications Office has sole responsibility for obtaining cellular phone service from the district cellular carrier.

D. IMPLEMENTATION

1. Telephone Service for Existing Schools and Locations

- a. **Schools/departments** make requests to Maintenance, Operations, Warehousing, and Distribution Department, via "Request for Maintenance Department Service" form (E.3.), describing type of service needed; site location code where

service is to be installed; name, address, and telephone of person having knowledge of request; and a budget number.

b. **Maintenance, Operations, Warehousing, and Distribution Department**

- (1) Reviews request, issues job estimate, and returns to originator/site administrator for approval.
- (2) After all signatures of authorization are obtained and a budget number is assigned, gives request a job number and schedules for completion. If approval is not granted advises site and returns a copy of request for future action.
- (3) Processes required installation of a new Pacific Bell telephone number and sends to Financial Accounting Department, Finance Division, for application of monthly charges using assigned budget code.

2. **Telephone Service for New Schools/Sites**

a. **Telecommunications Office**

- (1) Estimates telephone needs early in planning stage and notifies telephone company of service requirements.
- (2) Confers with job architect on initial and future telephone service conduit needs as preliminary and working drawings are refined.
- (3) Places order with telephone company for all service needed for opening of the school; requests installation two to ten weeks before school opening.
- (4) Coordinates installation of communication cable and telephone systems as needed.

- b. **School/site** is responsible for changes and service additions, if needed, as outlined in D.1.

3. **Public Pay Phones**

- a. **School/site** sends memo to Telecommunications Office, including justification or reason for requesting pay telephone. Site provides a plan showing exact intended location of telephone.

b. Telecommunications Office

- (1) Evaluates request with Pacific Bell and, if approved, prepares "Request for Maintenance Department Service" (E.3.) to install a 120-volt outlet at location of proposed pay telephone.
- (2) Obtains funds for installation and initiates request for telephone service as outlined in D.1.b.

c. All revenue earned by district from pay telephones is deposited as district income.

4. **Special Installations** (Special Signal Channels). Telecommunications Office initiates all such requests and forwards to Pacific Bell for installation.

5. **Cellular Phone Purchased by Sites/Departments**

a. Site Administrator/Department Head

- (1) Completes nonstock requisition and forwards to Procurement Unit; Materiel and Procurement Services Department; Business Services Division; Administrative/Operational Support.
- (2) Completes "Request for Cellular Phone" form (E.4.). Form includes nonstock requisition number, user's name and title, location, validation of user's business need for cellular phone, responsibilities for reviewing/auditing charge statements, budget account numbers, and appropriate signatures.
- (3) Sends form to Telecommunications Office; Maintenance, Operations, Warehousing, and Distribution Department; Business Services Division; Administrative/Operational Support.
- (4) Once site is in possession of cellular phone, notifies Telecommunications Office if there is a cancellation of service or transfer of cellular phone to a new user by completing "Cancellation/Transfer of Cellular Phone" form (E.5.). If phone is lost or stolen completes Property Damage/Loss Report (E.6.) and reports loss to Telecommunications Office immediately.
- (5) Obtains instrument from user upon separation from service, maintains control of cellular phone until reissued. If cellular phone is not being reissued to new user, sends phone to Telecommunications Office.

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b. Telecommunications Office

- (1) Receives "Request for Cellular Phone" form (E.4.) from site, verifies that all information has been provided, orders cellular phone, and establishes service with district cellular carrier.
- (2) Faxes information form to Accounts Payable Unit; Fiscal Control Department; Finance Division, providing account data, user name, budget number, and equipment number of cellular phone to establish billing for processing.
- (3) Notifies user when cellular phone is ready to be picked up from Maintenance and Operations Center, requires user to sign invoice for cellular phone, and forwards approval for payment to Purchasing Services Unit.
- (4) Upon receipt of a transfer form, either cancels service or revises user's name and title or budget account number in database, notifies Accounts Payable of changes.

E. FORMS AND AUXILIARY REFERENCES

1. Pacific Bell Telephone Company Service Order supplied and used by Telecommunications Office.
2. Pacific Bell Public Communications Application (for pay phone installations).
3. Request for Maintenance Department Service, Stock No. 22-R-3250.
4. Request for Cellular Phone, see attached.
5. Cancellation/Transfer of Cellular Phone, see attached.
6. Property Damage/Loss Report, Stock No. 22-R-2270.

F. REPORTS AND RECORDS

G. APPROVED BY



Chief of Staff, Terrance L. Smith
For the Superintendent of Public Education