



RUTGERS POLICY

Section: 70.2.7

Section Title: Legacy UMDNJ policies associated with Information Technology

Policy Name: Telecom Expense Allocation and Usage

Formerly Book: N/A

Approval Authority: Senior Vice President for Administration

Responsible Executive: Vice President for Information Technology and Chief Information Officer

Responsible Office: Office of Information Technology (OIT)

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Errors or changes? oitpolicy@rutgers.edu

1. **Policy Statement**

At Rutgers, The State University of New Jersey, telecommunication expenses must be billed to departments on an equitable basis. Department representatives are responsible for reviewing monthly billing reports and charges for appropriateness and reporting any discrepancies.

2. **Reason for Policy**

This policy governs the distribution of charges to individual departments for telecommunication services and the servicing and maintenance of user accounts.

3. **Who Should Read This Policy**

This policy applies to any individual responsible for the management, operation, and/or maintenance of the legacy UMDNJ information technology services and/or environment. If you are uncertain whether this policy applies to you, please contact your direct supervisor.

4. **Related Documents**

N/A

5. **Contacts**

oihelp@rutgers.edu

6. **The Policy**

70.2.7 TELECOM EXPENSE ALLOCATION AND USAGE

The University's telecommunication services are provided by Office of Information Technology (OIT) through contractual arrangements with authorized service providers.

I. Requirements:

- A. Departments are responsible for all charges incurred for telecom-related services provided. Telecom charges will be distributed to individual departments via inter-departmental transmittal (IDT). Departments must provide and maintain a valid index(es) to OIT for the monthly IDT. Departments must review their monthly financial reports for appropriateness.
- B. Departments/Units will assign a specific individual to serve as a contact for telecom related services. Contacts are responsible for reviewing monthly billing reports and charges for appropriateness for the index(es) assigned and promptly reporting any discrepancies.
- C. Departments are responsible for reporting any changes to telecom service including user status to OIT and to maintain appropriate documentation such as correspondence and return of hardware receipts.
- D. OIT is responsible for the payment of the monthly billing statements from external service providers and will provide a monthly telecom billing report to identified contacts for telecom services. All charges and costs of providing telecom services will be dispersed via IDT to departments by OIT.
- E. OIT will act as the vendor liaison and work with the vendors to resolve account and service issues including obtaining credit on behalf of users. Credit requests for the provision of telecom services will be considered if they are made in a timely manner and the requestor documents that services were not updated appropriately.
- F. Telecom services are to be used to conduct official University business and users are required to adhere to all University policies.
- G. Non-compliance with any aspect of this policy may result in disciplinary action.
- H. The University reserves the right to review telecom service usage in order to ensure compliance with University policy.