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Handbook of Office Telephone

Prepared by: Information Technology Services Center (ITSC)
and
Finance Office (FO)

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1. Objectives

In order to improve and standardize the following objectives, we have based on UIC practical situation to establish this handbook for office telephone management.

- To standardize office phone lines application procedures
- To clarify the user right for using the phone services
- To clarify the duties and responsibilities of each user and service center

2. Scope of Service

The telephone services mentioned here refer to the landed office telephones installed in teaching buildings and offices located in both UIC main campus and student hostel culture village (SHCV). ITSC in-charges and manages of entire campus phone lines application and installation.

3. Rules and Regulation

3.1 Features

- Making and receiving internal, local and domestic phone call
- Incoming call number display and call forwarding
- IDD international call (Application required)

3.2 Installation and allocation

Office telephone installation and allocation is based on the user's job designation and duties.

- Each fulltime staff is entitled for a telephone handset. Part-time teaching staff needs to submit an application if essential.
- User in a single room office will be provided with a single dedicated number.
- Users in 2 or 3 seated office room will be sharing the same phone number in the room.
- At least 2 staff will share a single telephone number in the opened space office.

3.3 Telephone services authorization

Staff who are holding higher management positions or their jobs require international contact (including Taiwan, Hong Kong & Macau) will be eligible to apply for IDD call service. Approvals shall be obtained from unit head or division dean before submitting to Finance Office (FO) for final decision.
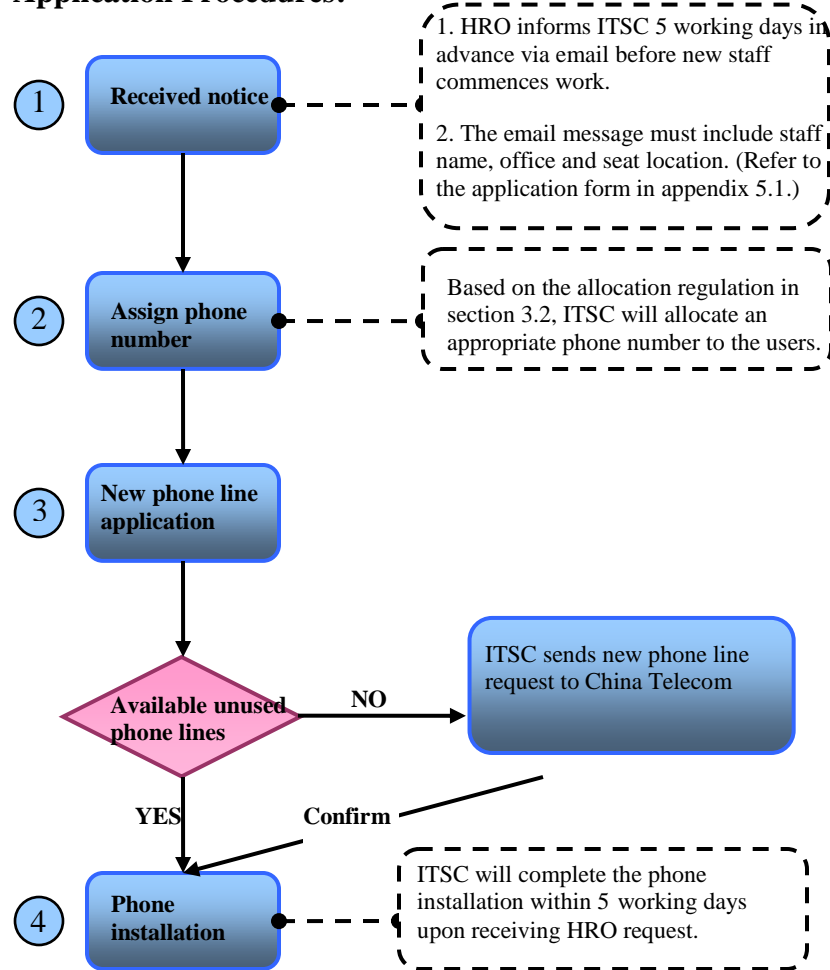
3.4 Phone line application

3.4.1 Phone line for new staff

Human Resources Office (HRO) informs ITSC 5 working days in advance via email before new staff commences work. Based on section 3.2 regulation, ITSC will allocate the appropriate telephone service for the new staff. If new phone number is required, ITSC will request China Telecom to activate the new number. The telephone service will be ready within 5 working days upon receiving HRO request.

Application form (See Appendix 5.1)

Application Procedures:

① **Received notice**

> 1. HRO informs ITSC 5 working days in advance via email before new staff commences work.
>
> 2. The email message must include staff name, office and seat location. (Refer to the application form in appendix 5.1.)

② **Assign phone number**

> Based on the allocation regulation in section 3.2, ITSC will allocate an appropriate phone number to the users.

③ **New phone line application**

Available unused phone lines

NO → **ITSC sends new phone line request to China Telecom**

YES

Confirm

④ **Phone installation**

> ITSC will complete the phone installation within 5 working days upon receiving HRO request.

3.4.2 Additional phone line for unit or division
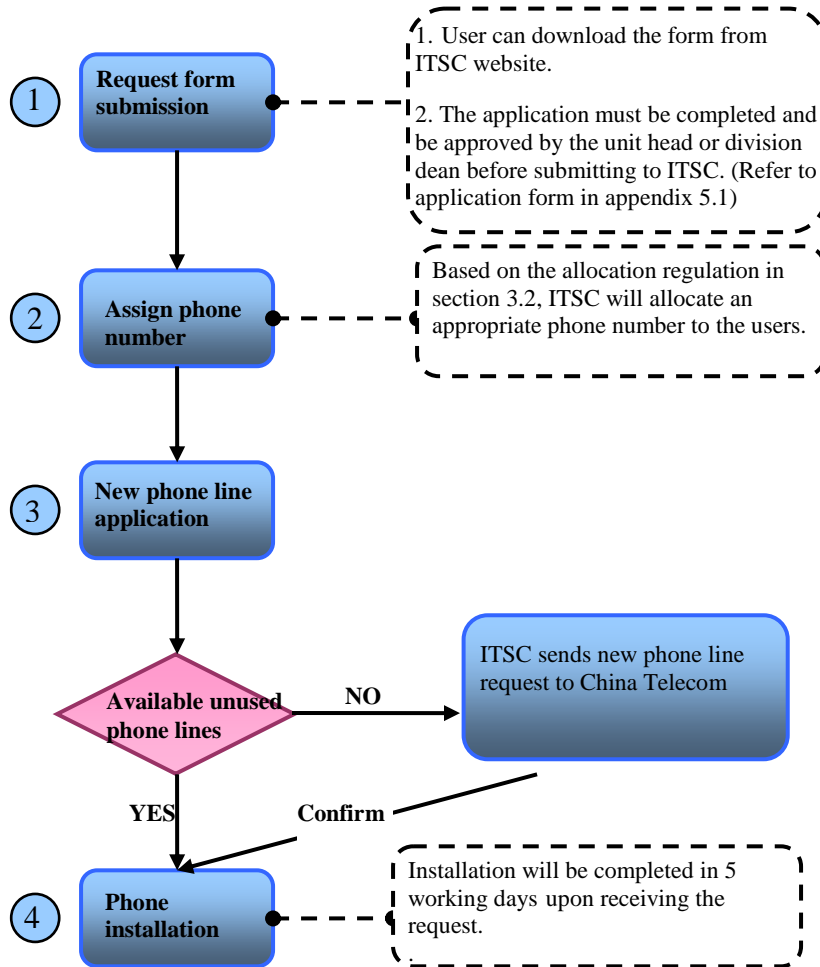Users can download the Telephone Services Request form from ITSC website, http://itsc.uic.edu.hk/index.php/component/option,com_phocadownload/Itemid,109/id,4/view,category/ and submit the completed form with signatures of unit head or division dean to ITSC. ITSC will then process the application following the same procedures as those of new staff phone line application.

Application form (See Appendix 5.1)

Application Procedures:

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①  ┌─────────────┐ ┄ ┄ ┌─────────────────────────────────┐
    │ Request form│     │ 1. User can download the form   │
    │ submission  │     │ from ITSC website.              │
    └─────────────┘     │                                 │
                        │ 2. The application must be      │
                        │ completed and be approved by    │
                        │ the unit head or division dean  │
                        │ before submitting to ITSC.      │
                        │ (Refer to application form in   │
                        │ appendix 5.1)                   │
                        └─────────────────────────────────┘

②  ┌─────────────┐ ┄ ┄ ┌─────────────────────────────────┐
    │ Assign phone│     │ Based on the allocation         │
    │ number      │     │ regulation in section 3.2, ITSC │
    └─────────────┘     │ will allocate an appropriate    │
                        │ phone number to the users.      │
                        └─────────────────────────────────┘

③  ┌─────────────┐
    │ New phone line│
    │ application   │
    └─────────────┘

    ◇ Available unused phone lines ── NO ──► ┌──────────────────────────┐
                                             │ ITSC sends new phone line│
       │ YES                    Confirm      │ request to China Telecom │
       ▼                                     └──────────────────────────┘

④  ┌─────────────┐ ┄ ┄ ┌─────────────────────────────────┐
    │ Phone       │     │ Installation will be completed  │
    │ installation│     │ in 5 working days upon          │
    └─────────────┘     │ receiving the request.          │
                        └─────────────────────────────────┘
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3.4.3   Additional phone line for third party (under UIC account)

Third party who needs to provide services to UIC staff or students and requires a phone line under UIC phone account to be installed in campus or student hostel cultural village, must submit the application to Integrated Services Office(ISO). ISO is responsible for informing third party of the duties and responsibilities before accepting and referring its application to Finance Office (FO) for approval. The approved application will be forwarded to ITSC for further process. The remaining application procedures are the same as the new staff phone line application.

Note: Third party who submits the application directly to China Telecom instead of to ISO must ensure the application document has UIC official stamp. Application without UIC stamp will not be

accepted by China Telecom. China Telecom and ITSC will regularly monitor the new phone line added under UIC account.

ITSC will arrange and submit the third party monthly phone bill to FO for settlement. FO may advice ITSC to terminate telephone services for third parties who fail to pay timely.

Application form (See Appendix 5.1)

Application Procedures

1 Acquire approval

1. ISO informs third parties of their duties and responsibilities before referring their written application to FO for approval by its director.

2. ITSC arranges and submits third party monthly phone bill to FO for settlement.

2 Notify ITSC

ISO forwards the approved application to ITSC. (Application form refers to appendix 5.1)

3 New phone line application

Available unused phone lines

NO → ITSC sends new phone line request to China Telecom

YES

Confirm

1. ITSC will finish the phone installation within 5 working days upon receiving the request.
2. ITSC submits the monthly phone bill incurred by third party to FO for settlement.
3. FO may advice ITSC to terminate telephone services for third parties who fail to pay timely.
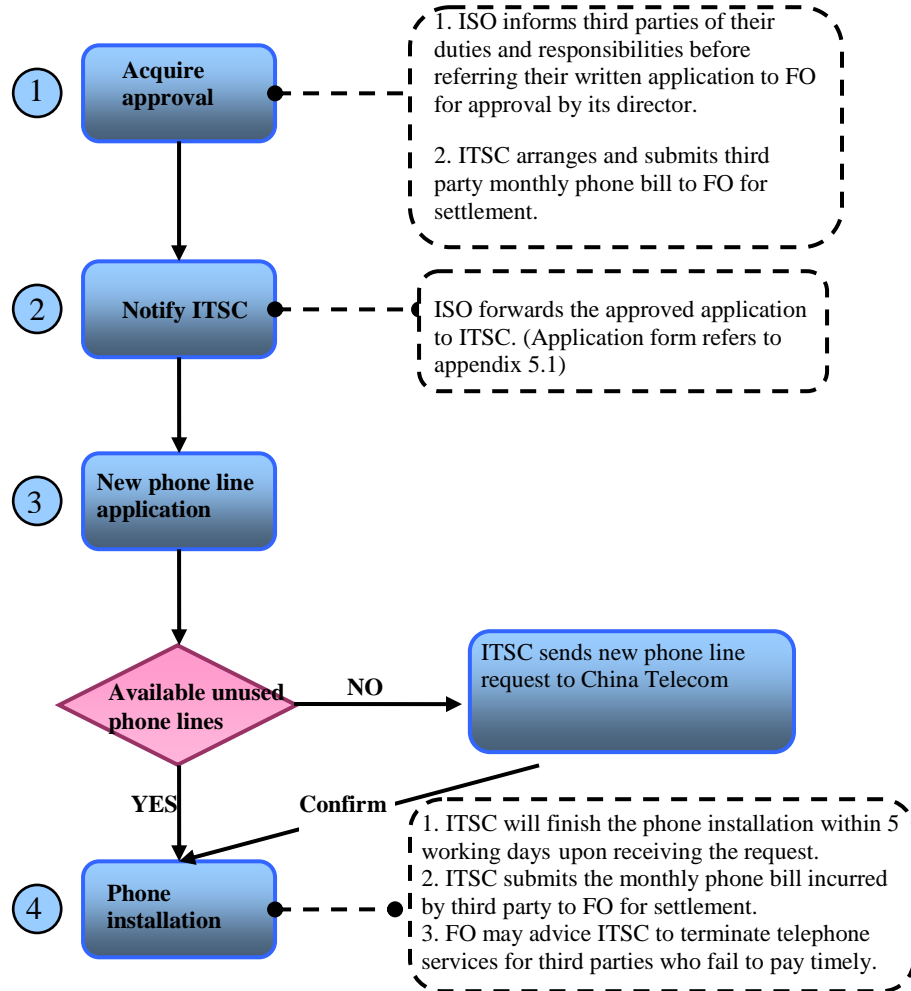
4 Phone installation

Figure 3.4.3

3.4.4   Additional phone line for third party (self application account)
The serviced company can also apply an individual phone account directly through China Telecom. They need to be self responsible for their phone management and phone bill settlement.

3.5 Supports and maintenance
Any telephone problem shall be reported to ITSC promptly. ITSC staff will try to settle the problems within 2 working hours upon receiving the request.

3.6 Relocation

Telephone number can remain unchanged when changing office location. Application form is needed.

3.7 Management

The entire campus telephone devices and services including phone lines allocation, telephone handset installation and maintenance, are maintained and managed by ITSC. The monthly phone bill will also be prepared by ITSC and submitted to FO for settlement.

4. **Duties and Responsibilities**

Involved units including ITSC, HRO, ISO and FO, and their duties and responsibilities are listed as follow:

4.1 ITSC

- New phone line (number) application through China Telecom.
- Office telephone installations, services and managements for teaching and administrative staff.
- Phone line relocation and reactivation.
- Monitor the existing phone account and terminate unused phone lines (numbers).
- Prepare and submit monthly phone bill payment form to finance office for payment. The form should be submitted with the attachments of a list of phone numbers that are in use, newly added, terminated and relocated, and a list of third party phone number registered under UIC account and its monthly expenses.

4.2 HRO

- Inform ITSC to install phone line in advance via email about arrival of new staff.
- Inform ITSC to terminate a phone line when staff resigned.

4.3 ISO

- Inform third party of its duties and responsibilities when registering phone lines under UIC account before accepting and referring its application.

4.4 FO

- Approval of any phone service application that incurs cost such as IDD service.
- Verify the monthly phone bill submitted by ITSC. The charges on the newly added, relocated and terminated phone line need to be carefully justified of its accuracy and rationality before making payment.
- Approval of any application from third party (under UIC phone account) and settlement of their phone expenses monthly with references to the monthly phone bill prepared by ITSC.

5. Appendix

5.1 Telephone Service Application Form

telephone service
request form

5.2 Service Charges

Type of Services	Charged by China Telecom (RMB)
Phone Line Rental	10.00 per month
Incoming Call Number Display	6.00 per month
Receiving Call	FOC
Call within Campus using extension number e.g. 8315	FOC
Local City Call	0.198 for first three minutes, 0.099 per minute thereafter.
Call within mainland China	0.30 per minute
International Call (IDD)	0.8 per minute for Hong Kong, Macau and Taiwan 2.4 per minute for Canada and USA. 3.6 per minute for UK, France, Italy, Germany, New Zealand, Korea, Japan, Australia, Singapore and Malaysia. 4.6 per minute for other countries.
Call Forwarding	0.20 per call

ITSC is responsible for the final interpretation of this handbook.
This handbook will take effect from January, 2010.