

# UC Davis Policy and Procedure Manual

## Chapter 310, Communications and Technology

### Section 10, Telecommunications Services

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Responsible Department: Information and Educational Technology: Communications Resources

Source Document: UC Electronic Communications Policy

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#### I. Purpose

This section describes policies regarding campus telecommunications networks and services. The policy expands upon Section 310-16 to provide specific guidance associated with use of the telecommunications resources provided by UC Davis. Information regarding services obtained through the UC Davis Health System (UCDHS) Telecommunications Department is available in UCDHS Hospital Policies & Procedures Manual Section 1368.

#### II. Definitions

- A. Distribution closets--physical locations in buildings, usually a closet, where centralized distribution frames are located.
- B. Infrastructure--the aggregation of all key components needed for a functioning telecommunications/networking system. Infrastructure includes physical facilities: underground conduit, utility vaults, cables, building pathways, towers and antennas; electronics: routers, aggregators, repeaters, switches, and other devices that control transmission paths; and software used to send, receive, and manage the transmitted signals.
- C. Telecommunications--all forms of distance communication, including data, voice, video, and radio.
- D. Telecommunications services--services provided to the campus by the Communications Resources (CR) Office, including, but not limited to:
  - 1. Engineering, design, capital planning, installation, maintenance, operations, repair, consultation, training, billing, and coordination functions related to the telecommunications system, including land-based and wireless voice and data services, 800 MHz emergency radio system, modems, and campus and residential hall video distribution systems, in compliance with regulatory requirements.
  - 2. Local and long-distance access.
  - 3. Access to high bandwidth advanced services networks such as Calren2 and Abilene as well as to the commercial Internet.
  - 4. Technical support in isolating and mitigating security breaches to the campus network in accordance with the campus network security policy. CR also provides some level of monitoring to proactively detect potential intrusions.
  - 5. Preparation of applications for initial licenses and renewal of existing licenses held by The Regents of the University of California for radio, television, and microwave systems.
  - 6. Provision of courtesy telephones for dialing on campus and to UCDHS, elevator phones, and pay phones.

7. Management control of all inside and outside communications cables, ducts, frames, and distribution closets.
8. Cable locator services for campus construction.
9. Administration of the reuse or removal of old outside and inside cable plant.
10. Telecommunication support and services for campus departments on a fee-for-service basis.

### **III. Policy**

#### **A. General**

1. UCD respects the privacy of electronic communications while seeking to ensure that UCD administrative records are accessible for the conduct of the University's business. Section 310-16 provides policies and procedures for accessing an individual's records, with or without the individual's consent.
2. In compliance with Federal law, audio or video telephone conversations shall not be recorded or monitored without advising the participants unless a court has explicitly approved such monitoring or recording.
  - a. UCD Emergency Services shall record 911-type emergency calls in accordance with Federal and State laws and regulations.
  - b. Participants shall be informed when a call is being monitored or recorded for the purpose of evaluating customer service, assessing workload, or other business purpose permitted by law. UCD units that monitor or record telephone calls shall provide an alternative method of doing business with the University to clients who do not wish to be part of a monitored telephone call.
3. To avoid damage to the system or disruption of services to customers and to prevent potential security violations, only personnel authorized by CR may have access to distribution closets. Customers may not reroute any internal wiring. The Director of Communications Resources, the Vice Provost--Information & Educational Technology, or their designees must approve exceptions to this policy. Exceptions are normally granted only for the placement of life safety equipment and without departmental key access to the closet.

#### **B. Equipment used on the campus phone system**

Multi-line telephone sets used on the campus system must be those approved and provided by CR. Departments may select their own single-line sets or choose to purchase single-line sets available through CR. All telephones used on the system, including those in residence halls, must be FCC approved.

#### **C. Incidental personal use of telecommunications resources**

University users may use telecommunications resources for incidental personal purposes provided that it does not (1) directly or indirectly interfere with the University's operation of these

resources; (2) interfere with the user's employment or other obligations to the University; or (3) burden the University with noticeable incremental costs. Students, staff, faculty, and University affiliates should use their personal calling cards or other personal resources when making toll calls. Departments shall seek reimbursement for toll charges due to incidental personal use by employees.

#### **IV. References and Related Policy**

- A. Office of the President: UC Electronic Communications Policy (<http://www.ucop.edu/ucophome/policies/ec/>).
- B. UCD Policy and Procedure Manual Section 310-16, Electronic Communications Policy (<http://manuals.ucdavis.edu/ppm/310/310-16.htm>).
- C. UC Business & Finance Bulletin IS-3, Electronic Information Security (<http://www.ucop.edu/ucophome/policies/bfb/is3.pdf>).
- D. Communications Resources Web site (<http://cr.ucdavis.edu>).