Blue light and elevator phone troubles are handled as emergencies since these services are essential in providing a means to report emergency situations to Public Safety. This document outlines the service level commitments that Public Safety, Communication Technologies, and Facilities Operations will provide in maintaining the blue lights and elevator phones on campus. These commitments will continue to evolve, as customer needs change.

- **Weekly Checks** - Public Safety personnel will perform weekly checks on all blue lights and elevator phones on campus. This check is made every Wednesday night. The Crime Prevention Officer or designee reports telephone-related troubles to Communication Technologies by calling 5-7099 by 10 a.m. on the same day the troubles are received.

- **No Dial Tone** - Blue light phones with no dial tone will be bagged by Public Safety personnel to indicate these phones are out of service. Elevator phones with no dial tone will have a sign placed on them by Public Safety indicating that they are out of service.

**Telephone Related Troubles**

1. **Reporting Telephone Troubles** - The Crime Prevention Officer or designee immediately reports telephone-related troubles to Communication Technologies by calling 5-7099. Problems identified by weekly checks can be phoned in by 10 a.m. the following day.

2. **Dispatch** - Communication Technologies personnel will dispatch a Communication Technologies technician within 30 minutes after receipt of the notification from the Crime Prevention Officer or designee.

3. **No Dial Tone** - Communication Technologies Technical Support staff will report no dial tone troubles at the network interface (RJ) to BellSouth for resolution within 30 minutes after trouble is received from the Communication Technologies technician.

4. **Cleared Troubles** – The Communication Technologies technician will use the phone and contact public safety to ensure the phone is working properly. The technician will then clear the trouble with Communication Technologies Technical Support.

5. **Trouble Remaining after 24 Hours** - Communication Technologies Technical Support staff will provide status to Public Safety Dispatching at 5-3333 regarding the problem with the phone and the anticipated repair date and time. Communication Technologies will clear the trouble with Public Safety as stated above in Cleared Troubles.
Electrical/Lighting/Burned Out Light Bulb Troubles

1 Reporting Troubles - The Crime Prevention Officer or designee immediately reports lighting problems to Communication Technologies by calling 5-7099. Replacement of burned out light bulbs will be handled by Communication Technologies. If the problem is electrical/lighting-related, then Communication Technologies Technical Support staff will report the problem to Facilities Operations by calling 5-2991.

2 Response Time:

- Communication Technologies personnel will dispatch a Communication Technologies technician within 4 hours during normal business hours after receipt of the phone call from the Crime Prevention Officer or designee. If the call is received after hours, then the Communication Technologies technician will be dispatched at the beginning of the next business day.

- The Power Distribution Supervisor will dispatch an electrician within 4 hours during normal business hours after receipt of the call from Communication Technologies. After hours the electrician will be dispatched at the beginning of the next business day.

3 Cleared Troubles - The Power Distribution Supervisor will report all cleared troubles to Communication Technologies by calling 5-7099 within 4 hours after the trouble is cleared by the electrician. Communication Technologies will then advise Public Safety Dispatching at 5-3333 of the problem resolution.

4 Trouble Remaining after 24 Hours – The Power Distribution Supervisor will report all electrical/lighting-related troubles not cleared within 24 hours to Communication Technologies at 5-7099. Communication Technologies will provide status to Public Safety Dispatching at 5-3333 regarding the electrical/lighting trouble and the anticipated repair date and time. Communication Technologies will call Public Safety once the electrical/lighting trouble has been fixed.

- Public Safety Dispatching will refer these troubles to Public Safety personnel for bagging to indicate these phones are out of service. Public Safety Dispatching will notify the Crime Prevention Officer or designee and Public Safety Director on these troubles via e-mail.

__________________________________________  Date

Director, Facilities Operations

__________________________________________  Date

Director, Public Safety

__________________________________________  Date

Director, Communication Technologies