September 6, 2006

This document outlines the service level commitments that Communication Technologies provides to NC State University departments. These commitments will continue to evolve as customer requirements change.

INSTALLATIONS

$ New Dial Tone - All orders for new dial tone must be submitted to BellSouth for configuration in the telephone switch. Orders for new dial tone are generally worked within fifteen business days after receipt of correctly completed order, **provided wiring and facilities are available.**

$ Moving Dial Tone - All orders to move dial tone also require BellSouth configuration work in the telephone switch. Orders to move dial tone from one location to another are generally worked within fifteen business days after receipt of correctly completed order, **provided wiring is available at the new location.**

$ Conduit Installations - Telecommunications must submit a work request to Facilities Operations to install conduit for orders requiring conduit for new wiring. Communication Technologies must wait for Facilities Operations to complete the conduit work before scheduling the installation of the wiring. Once the conduit is in place then the order will be completed within fifteen business days.

$ Cancellation of Dial Tone - orders for cancellation of dial tone are generally worked within ten business days after receipt of correctly completed order.

$ Equipment - orders for new equipment, changes to existing equipment, disconnection of equipment, etc., are generally worked within fifteen business days after receipt of correctly completed order.

$ Voice Mail - orders for new voice mail to an existing line, changes in voice mail, deletion of voice mail, etc., are generally worked within ten business days after receipt of correctly completed order.

$ Features - orders for the addition of new features to an existing line, changes in features, deletion of features, etc., are generally worked within ten business days after receipt of correctly completed order.

$ Emergency Orders – occasionally departments need to add or move dial tone with very short notice. Communication Technologies will make every effort to have the new service installed or moved to meet the customer’s needs. However, orders needing BellSouth work to complete the order must adhere to the time frames outlined in our service contract with BellSouth. We will do all possible to work with BellSouth to improve on the established time frames.

Orders requested for shorter time frames than those outlined above will be billed at time and one-half. This allows Telecommunications the ability to meet other service commitments previously scheduled.

$ Order Status - to check on the status of an order, call Telecommunications at 515-7099. Please provide your OUC, FAS account, and any document number when calling.
REPAIRS

$ Equipment - Telecommunications will maintain all equipment for which a monthly maintenance fee is charged. All other equipment is maintained on a time and materials basis. Technician responses to equipment problems are normally within twenty-four (24) hours after the trouble call is received.

- Wiring – Telecommunications maintains all campus wiring. Call Telecommunications at 515-7099 to report wiring problems.

$ Dial Tone - Technician responses to no dial tone are normally within twenty-four (24) hours after the trouble call is received.

$ Trouble Reporting/Status - to report a trouble or check on the status of a trouble, call Telecommunications at 515-7099.

$ After Hours Trouble Reporting - to report a trouble after 5:00 p.m., on weekends and/or holidays, call 515-7099 and follow the prompts in the after hours reporting service. Telecommunications personnel will return the call to the person who reported the trouble within 45 minutes, provided the caller leaves a call back telephone number.

PRIORITY SERVICES

Communication Technologies will respond to trouble calls 24 hours a day for those services identified by the campus as priority. Priority services are defined as critical services that are in use 24 hours a day. Troubles on these services should be reported to Communication Technologies at 515-7099.

$ Dial Tone - Communication Technologies will dispatch a technician after hours for no dial tone to the telephone lines identified by the campus as priority. Please provide a list of telephone numbers to customer_service@ncsu.edu or by memorandum.

ESCALATION PROCEDURES

If Communication Technologies fails to provide the services outlined in this service level agreement, then the department should report the problem to:

Interim Assistant Director of Operations – Marc Cloutier
Phone 513-7516 or email marc_cloutier@ncsu.edu

If the problem remains unresolved, then refer the problem to:
Director - Greg Sparks
Phone 515-0105 or e-mail address: greg_sparks@ncsu.edu