

**CITY OF NEW ORLEANS
CHIEF ADMINISTRATIVE OFFICE**

POLICY MEMORANDUM NO. 18 (REVISED)

May 15, 1991

TO: All Departments, Boards, Agencies and Commissions

FROM: Leonard D. Simmons, Jr., Chief Administrative Officer

**SUBJECT: TELEPHONES – CHANGES AND REPAIRS TO VOICE
COMMUNICATION EQUIPMENT AND SERVICES**

I. PURPOSE

This policy is revised to include specific instructions and forms for requests for changes and repairs to voice communication equipment and services.

A. Application

The following policy shall apply to any department, agency, board, or commission of the City of New Orleans whose voice communication service or equipment is funded by the City's General Fund or which occupies a building owned and maintained by the City.

B. Definition

For purposes of this policy memorandum, the phrase “**voice communication equipment and services**” shall apply to telephone lines, numbers, local and long-distance features and services, automated attendant equipment, voice mail, answering machines, dial-up computer modem lines, telephone sets, telephone headsets, internal and external building paging systems, intercom systems, and any other audio/speech transmission systems. **Changes shall include additions and moves of service and equipment.** Exceptions are specialized 911 emergency telephone equipment, two-way radios, and beepers.

II. PROCEDURE

A. Requests for Changes, Additions and Moves to Voice Communication Equipment and Services

Any department bound by the application of this memorandum shall complete the attached “VOICE COMMUNICATIONS WORK ORDER REQUEST” form when requesting changes to voice communication equipment or services. Failure to complete any portion of the form may delay evaluation and implementation of the request. The form must be signed by the Appointing Authority and returned to the Director of Property Management, Room 5W01, City Hall.

Properly submitted forms will be acknowledged and evaluated within ten (10) working days. If no acknowledgement is received within ten (10) working days, request forms should be resubmitted and the “Second Request?” box checked.

The Director of Property Management shall have the authority to approve or deny any request or portion of a request for just cause. Just cause may include lack of funds, failure to demonstrate adequate need, or unavailability of the equipment or service.

Examples of situations requiring submission of a Voice Communications Work Order include: moving a telephone set farther than twenty-five feet (25’); moving a telephone number from one telephone set to another; requesting additional telephone numbers; adding or restricting long distance access for a telephone number; adding or deleting features such as “Call Forward Busy/No Answer” on individual telephone numbers; adding a phone for a new employee; relocating an entire office, department, or agency.

Under no circumstances shall any department, agency, board, or commission bound by the provisions of this memorandum directly contact any voice communication service or equipment provider or vendor. Violation of this policy may result in suspension of voice communication services and personal liability for any services or equipment improperly ordered or modified.

B. Repairs

Emergency and low-volume repair complaints may be phoned in to any staff member of the Communications Division at x6006 during normal working hours of Monday through Friday, 8:30 a.m. to 5:00 p.m., excluding City Holidays.

For purposes of this memorandum, emergency complaints shall be defined as more than 25% of the voice communication system is not functioning properly, or the main answering position has failed. Low-level complaints shall be defined as no more than three (3) items requiring service.

High-level complaints must be submitted via the attached “VOICE COMMUNICATIONS TROUBLE REPORT” form. Completed forms may be returned to the Communications Division, Room 4W01 City Hall, during normal working hours of Monday through Friday, 8:30 a.m. to 5:00 p.m., excluding City holidays.

Properly submitted forms will be acknowledged within eight (8) working hours. Resolution of complaints will normally take place within twenty-four (24) hours, unless specialized equipment, parts, or services must be ordered.

1) Exceptions to Repair Procedures

Prescribed exceptions are limited to the following operations:

New Orleans Police Department
New Orleans Fire Department
Registrar of Voters
Parking Division

By showing proper cause in writing, a department or agency may be added to the list of exceptions upon approval by the Director of Property Management.

Failure to adhere to this rule may result in suspension of voice communication services and personal liability for any equipment or services improperly ordered or modified.

2) Signing of Vendor Repair Tickets and Invoices

Maintenance vendors may present site personnel with a Statement of Work Performed. Under no circumstances should City personnel sign any documents for which monetary charges have been assessed unless pre-authorized by the Director of Property Management.

Failure to adhere to this prohibition may result in suspension of voice communication services and personal liability for any equipment or services improperly ordered or modified.

III. COST ALLOCATION

A. Changes, Additions, and Moves

Properly authorized charges incurred in the implementation of changes include non-recurring installation fees and recurring, or monthly, fees. The Department of Property Management shall be responsible for the non-recurring installation costs associated with approved changes, while the recipient department shall be expected to bear the recurring costs during the remainder of the fiscal year in which the changes were made.

Upon completion of properly authorized changes, the party requesting same will receive a statement of charges and work performed. The statement will indicate the date for commencement of billing for these charges, which will be accomplished by inter-departmental transfer of funds. Recipients will receive a monthly statement for this purpose, which must be completed and returned to the Department of Property Management's Communications Division. Failure to remit same may result in suspension of local or long distance services.

In following years the recurring costs will be budgeted in and paid by the Department of Property Management.

B. Repairs

In the event that labor or equipment charges are incurred for repairs necessitated by abuse or lack of reasonable care of voice communication equipment, the department responsible will be held financially liable for any and all associated repair costs. Failure to remit same may result in suspension of local or long distance services.

C. Long Distance

Charges for long distance services, including calling cards, are the responsibility of each individual department. Said services are not provided by the Department of Property Management and must be sufficiently budgeted annually by individual decision unit managers. The Department of Property Management's Communications Division is able to provide managerial assistance in projecting annual long distance costs upon written request.

Each month the Communications Division will send to Accounting a request for inter-agency transfer of funds from each department to the Communications Division. The transfer will be for the amount of long distance charges incurred by each department during the billing period. A statement of long distance services and the amount transferred will be provided to each user department. If an agency has insufficient contractual service funds for the inter-agency transfer, long distance service for the agency will be suspended until funds are available.

IV. INQUIRIES

Questions or concerns may be directed in writing or in person to the Communications Manager, Director of Property Management, Room 4W03T, City Hall, or by calling x6008.

Leonard D. Simmons, Jr.
Chief Administrative Officer

LDS jr/itb

attachments