

Information Technology

ANNUAL TELECOM EQUIPMENT BILLING REPORT

Review and Submission Procedures

Each year the annual reports are sent to the campus community for review. The departments are allowed approximately 6 weeks or more to complete the review. During the review departments can submit corrections, changes or updates prior to returning the annual billing reports to the Information Technology, Systems Billing Administrator.

- All Annual Billing Reports are required to be returned by the deadline listed on the annual billing memo attached to the reports.
- Failure to return the reports by the deadline will result in the equipment not being covered for repairs or maintenance of any nature.
- Equipment not added to the report by the deadline are subject to a per incident charge for any repair or maintenance costs. (i.e. parts, labor and any other related fees).
- Updates received after the deadline will need to be processed through the IT Service Center, itisc@wtamu.edu or extension 4357, all relative fees and charges will be applied.
- Failure to meet the annual deadlines set on the annual billing memo will be deemed as accepted and no changes, corrections or updates were required. The billing assessments will stand as billed.
- Equipment and fees can only be removed from the report by submitting the proper work order or equipment transfer form.

The Office of Information Technology (OIT) has developed new forms for your convenience, <https://wtaccess.wtamu.edu/forms/>, OIT.

All departments are encouraged to keep a copy of the billing reports for their records.

Please direct questions to Carron Sanders, csanders@wtamu.edu or extension 2165 include account numbers.

Annual Telecom Equipment Billing Report

Verify the following information for each extension listed on the billing report:

- Department name
- Account number (Annual assessments only)
- Extension
- Telephone Type: Single Line (SL), DTerm (NEC), IP (VoIP-Cisco), IP/LE (VoIP –Single Line)
- User Name associated with the extension
- Location: Building and Room number

Add any additional equipment/extensions not listed on the billing report by using the Annual Telecom Billing Report –Additional Information form and attach the report or by writing on the report. Annual Telecom Billing Report-Additional Information form is on the web <https://wtaccess.wtamu.edu/forms/>, OIT.

Duplicate Listings:

- Circle the item and write dup. beside the id number.

Work Orders are required to:

- Move or Disconnect an extension
- Install/Add new extension
- Change Line Appearance (Appearance of Display on DTerm or IP telephone)
- Convert telephone types from SL to DTerm or DTerm to SL and etc.
- Name Changes
- Add/Setup Voicemail
- Setup email addresses

Forms are available for each of the above work orders on the web <https://wtaccess.wtamu.edu/forms/>, OIT and can be emailed to itisc@wtamu.edu or faxed to extension 7924.

After the a work order is submitted, the IT Service Center will assign a number and confirm it's receipt by an email sent to the department's requestor. Please write the work order number assigned by IT on the form used to request the work order, attach to the report. Attaching documentation of your work order requests serves as a double check point before the final posting of assessments.

All work orders must be completed by the deadline provided on the annual memo to be reflected on the departmental assessments for the final posting of assessments to departmental accounts. Do not hold work orders until you have completed your review of all billing reports this will only delay getting the work order completed.