Information Technology

ANNUAL TELECOM EQUIPMENT BILLING REPORT

Review and Submission Procedures

Telecom Equipment / FAQ

Each year the annual reports are sent to the campus community for review. The departments are allowed approximately 4-6 weeks 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. The maintenance fee assessed covers repairs, parts, labor or replacement to keep the equipment in working condition.

All Annual Billing Reports are required to be returned by the deadline listed on the annual billing memo attached to the reports.

Instructions for completing the review and submission procedures with instructions can be found on the web:

http://www.wtamu.edu/informationtechnology/information-technology-telecommunications.aspx

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

Please direct all questions to Carron Sanders, csanders@wtamu.edu or extension 2165.

Frequently Asked Questions (Procedures and instructions)

1. Must I review and return my department’s billing report each year?
2. What should be reviewed on the annual maintenance report?
3. What do the maintenance fees cover?
4. What if I fail to report an extension not listed on my billing report?
5. How do I add an extension not listed on the billing report?
6. How do I report equipment with the same WT id # on my report?
7. How do I change or correct the end users name?
8. How do I change or correct the location of an extension?
9. When is a work order request required by Telecommunications?
1. Must I review and return my department’s billing report each year?

All Annual Billing Reports are *required to be returned* by the deadline. The deadline for return is emailed out to all the campus and a copy of the memo is sent out by campus mail attached to the annual billing reports.

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2. What should be reviewed on the annual maintenance report?

The following items are to review for each extension listed:
- Department name
- Account number
- Extension
- User Name associated with the extension
- Location: Building and Room number
- Fees
- Telephone Type: Single Line NEC (SL) IP/LE Single Line (Cisco-VoIP) DTerm Multi Line (NEC), IP Multi Line (Cisco-VoIP),

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3. What do the maintenance fees cover?

All maintenance fees assist with supporting and maintaining the infrastructure for WTAMU technology. Replacement, repair of all cabling, telephone instrument, voicemail, voicemail to text (outlook), security, campus alerts and etc.

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4. What if I fail to report an extension not listed on my billing report?

Any extension not reported could be disconnected.

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5. How do I add an extension not listed on the billing report?

To add an extension not listed write the extension, end user, phone type on the report. If you need additional space use the Annual Telecom Billing Report –Additional Information form and attach a copy to the report. [https://wtaccess.wtamu.edu/forms/#oit](https://wtaccess.wtamu.edu/forms/#oit)

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6. How do I report equipment with the same WT id # on my report?

Circle the extension number and write the word ‘dup’ beside it.

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7. How do I change or correct the end users name?

To change the end user name write the correct full name legibly (First and Last name) on the report. If you require more space to make the name legible use the Additional Information Network, PC/Printer form located https://wtaccess.wtamu.edu/forms/#oit.

You must provide the first and last name!

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8. How do I change or correct the location of an extension?

To change the location write on the report the building and the room number. If you require more space use the Additional Information Network, PC/Printer form located https://wtaccess.wtamu.edu/forms/#oit.

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9. When is a work order request required by Telecommunications?

Work Orders are required for the following:

- New Employee Service (voicemail or long distance)
- Telephone Installation (new extension)
- Line Appearance (Changing Name shown on telephone display)
- Telephone Conversion (change phone types from multi line to a single line)
- Relocate Telephone Extension
- Disconnect Telephone Extension
- Change Line Appearance (Appearance of Display on telephone)
- Telephone Conversion (change telephone from Single Line to Multi Line)
- Name Changes (Legal name changes)

Forms are available for each of the above work orders on the web.
https://wtaccess.wtamu.edu/forms/#oit