

TELECOMMUNICATIONS PROCEDURES

TROUBLE CALLS (existing equipment and lines not working properly)

- Call 6236 and follow up with email to prelefor@dhr.state.ga.us or s Glenn@dhr.state.ga.us Monday through Friday, 8:00 AM to 5:00 PM except holidays.
- Before 8:00 AM and after 5:00 PM, weekends, and holidays, call 445-1930 for emergency repairs. Repairs are generally handled within 24 hours.
- Include the following information with your report of trouble:
 - Location including building name and room number
 - Contact person who can answer questions including a working phone number
 - A description of the exact problem. IE no dial tone, static on line, no ring, can call out – but cannot receive calls, etc.
- Things to check before you call in a trouble:
 - Make sure the phone is plugged in the jack (this has happened)
 - Check to make sure the volume is not turned low (this has happened)
 - Check to make sure the ringer is not turned off (this has happened)
 - Check to make sure the phone is not transferred (press #73 to clear) (this happens more than we would like to mention)
 - Try a known working phone in the jack to make sure it's not the phone
- FYI, we are charged a service charge of \$35.00 for every senseless (ringer turned off, phone transferred etc.) call.

WORK ORDERS (for new lines, new features, change of features)

- Use the Telephone Work Order Request CSH-46 (REV 5/03) form. It's available on the CSH web site.
- Email the form to prelefor@dhr.state.ga.us.
- The Division Chief or Office Director MUST email an approval email to Ms. Releford before the work order is processed.
- Always include the following:
 - Building and room number
 - Contact person and phone number
 - Ship to number for billing purposes
 - Features required: long distance access, voice mail, call waiting, call group numbers for pick up
- If a new line is being requested, indicate whether or not a LAN line is required. If a LAN is required, the request will be routed to Carla Blenk before being submitted to GTA for processing.
- ALWAYS allow two weeks processing by GTA
- FYI, we are charged a service charge of \$32.50 for every work order, so combine work requests whenever possible