Welcome and Introductions

Chuck Harden

Telecom Systems
Telecom Service Requests

Angela Knauf
Telecom Customer Service Manager

Dorothy Soliz     Maria Rabi
Telecom Customer Support Specialists
• Telecom implemented customized service requests on May 5th, 2014

• Why did Telecom customize service requests?
  • Prompts customers to provide the specific detailed information needed for each unique request
  • Educates and informs customers of additional features available with their requested service
  • Decreases work order processing time
    • Less follow up is needed to obtain all information to fulfill the request
    • Service request routes directly to Telecom vs central IPF
Submitting Telecom Service Requests

- **Two ways to request Telecom Service**
  - Browse the Service Guide on the ipf.msu.edu website to explore Telecom service options
  - Go directly to the Service Request system from the ipf.msu.edu website when you know the specific service needed
IPF Service Guide

- Select “SERVICES”
- Select “Service guide”
- Select Telecommunications in the “Categories” field
- Provides an alphabetical listing of services
IPF Service Guide

- Select a service from the listing of telecom services for a brief overview

Go directly to the specific service request form from the service overview.

The link will take you to the specific form needed to complete your order.
After you log in to the IPF service request system the service request form will guide you through all the information needed to successfully complete your request.
IPF Service Request System

- If you know the specific service needed, go directly to the green "Request Service" link.

- Expand the service offerings by selecting the Telecom symbol.

- To further expand service in the specific categories, select the symbol, for example, Telephone.

- This will provide a drop-down menu of additional services in the selected category.
IPF Service Request System

- Once your selection is highlighted, select (lower left corner).
- This will take you to specific forms needed to complete your order.
- If you do not see a category for the type of Telecom service needed, select the “Telecom” and then select for a generic request form.
Telecom Service Requests

We’re here to serve! Please contact us with your questions or suggestions.

353-5515

telezyst@ipf.msu.edu

Thank you
Billing and E911

Chuck Harden
Telecom Systems
Billing Types

- Customer Statements
- Monthly Recurring Telecom Invoice
- Direct Vendor Invoices
Customer Statements

- IPF online customer statements
  - Generated from FAMIS IPF billing inventory and invoice management tool
  - Service Requests – Time and Material
  - Campus PBX Installations

- [http://ipf.msu.edu/services/billing/how-to-read-your-bill.html](http://ipf.msu.edu/services/billing/how-to-read-your-bill.html)
Campus PBX Cost Components

• Telephone

• Avaya Phone License

• Avaya Call Center License (Call Center Customers)

• Electronic Hardware (Port Fee)

• Labor
Monthly Recurring Telecom Invoice

• Mysoft Monthly Invoice
  ▪ Campus PBX
  ▪ Centrex
  ▪ Television
  ▪ Fiber Optic
  ▪ 2 Way Radio

Online Access -
http://ipf.msu.edu/services/billing/telecom.html
Campus PBX Monthly Recurring Costs

- Telephone
  - PBX-Admin $10.00
  - Included
    - Campus Voicemail
    - Caller ID With Enhanced 911
    - EC500 Cellular Integration
    - SIP Softphone Desktop Clients
      - Including IPad or IPhone
    - 6 Port Audio Conferencing
    - Repairs
Campus PBX Monthly Recurring Costs (Cont.)

• Telephone

  ▪ PBX-Secondary Line  $4.70
    ▪ Secondary Number not associated with one Avaya telephone

  ▪ PBX-Reserved  $2.30
    ▪ License retention for future activation – (Non working number recording)

  ▪ PBX-Campus Only  $2.30
    ▪ Local Campus Calling
Campus PBX Monthly Recurring Costs (Cont.)

• Telephone
  - PBX-SMS-DID $10.00
    - Texting Application Feature for MSU number
  - PBX-ACR and PBX-ACR-Lease $5.00 $7.00
    - Avaya Contact Recorder – Call Recording option via web access
    - Requires Dept Head Signed Letter of Agreement
Direct Vendor Invoices

- Cellular Carriers
  - Verizon
  - AT&T
  - Sprint
  - T-Mobile
- AT&T Audio Conferencing
- Centurylink Toll Free Services
- AT&T provided off site locations
E911

• 911 Compliant?

• MSU Compliancy Date

• Operator Responsibilities
Compliancy

• Telephone Number to Identify “Specific Location” with 911 Dispatch

• Non-Compliant Example
  • Multiline Telephone Systems
    • Line Sharing Per Extension
    • Old Technology Unable to provide ALI – Automatic Locator ID Field to Public Safety Answering Point (911 Dispatch Center)
December 27, 2013

MEMORANDUM

To: Deans, Directors, Chairpersons

From: Executive Vice President & Provost June Pierre Youatt
       Executive Vice President Satish Udpa

Subject: Enhanced 911 Telephone System Legislation

The Michigan Emergency 9-1-1 Services Enabling Act, PA 32 of 1986, as amended by PA 271 of 2011, requires that multi-line telephone systems have the ability to identify the specific location of emergency calls no later than December 31, 2016.

This enhanced 911 (E-911) technology allows 911 dispatchers to receive detailed information about the specific physical location of a caller in an emergency and includes a room number or other designation, not just a street address or building name. A large number of telephone systems in use at MSU were not designed to support this new E-911 technology requirement and therefore are not capable of providing the specific location of a 911 caller in an emergency.

Telephone systems that are compliant include:

On-Campus:
- Avaya-branded telephone systems with a unique campus 5-digit number on each telephone (excluding EDC/UCub Avaya system)
- Biomedical and Physical Sciences building Nortel-branded system
- Stand-alone department systems that have been determined to be compliant in the past 3 years through direct communication with IFP-Telecom Systems (mostly non-academic units) or are scheduled to be compliant

Off-Campus:
- Avaya telephones billed via IFP-Telecom Systems recurring billing in EBS (e.g. Lansing CCED, Secchia Center, VanAndel Institute, MSU Detroit and MSU COM DMC)

If your unit does not appear to be compliant and to ensure that the university is compliant with the E-911 legislation by the deadline, please use the Infrastructure, Planning and Facilities on-line service request [ifp.msu.edu], request "consulting for E-911 telephone system compliance" and indicate a contact, by March 31, 2014.

If you have further concerns, you may also contact Jeff Carpenter at carpenter@ifp.msu.edu or (517)-353-6747.
Non-Compliant Responsibilities

• Upgrade Service

• Campus PBX Solution

• AT&T Traditional POTS Eventual Phase Out
Questions?