Telecommunications

Division for Technology and Information Systems

The Office of Telecommunications at Delaware State University started in September 1999. The University is committed to raising the level of technology to its highest standard, in keeping with its own agenda. Delaware State University's state-of-the-art telecommunications system offers a wide variety of services to meet the requirements of faculty, staff, and students. The University's new Lucent Octel Voicemail System has served as a great communication link between our student, faculty and staff. Brochures are available from the Office of Telecommunications that provide instruction on telephone set and feature use. For brochures, information, or assistance related to the telecommunications system, please call the Office of Telecommunications at X7009, or e-mailMiss Charmaine Babb[1], Telecommunications Manager. It is our vision that the future of communications at Delaware State University empower the institution's forward thrust.

The Office of Telecommunications is located in Grossley Hall, Room 131. All suggestions are welcome. Please refer them toMiss Charmaine Babb[1], Telecommunications Manager or call (302) 857-7009.

Delaware State University provides electronic and digital communication for employees and students. Voice mail and e-mail are increasingly used to keep faculty, staff, and students aware of campus social, cultural, and educational events, as well as inclement weather closings, etc. This not only serves as a cost savings to the University, but also gets information to interested parties within minutes, instead of days. We encourage all members of the campus community to take advantage of these communication options that will help you to be more knowledgeable about Delaware State University.

Exchanges
There is only one exchange used on campus, 857. When calling the University Courtyard Apartments off campus, please dial 744-XXXX. Otherwise, the University Courtyard Apartments can be reached on campus by just dialing the 4-digit extension desired.

Dialing Instructions

On campus calls
4-digit extension

Local Verizon information
9 + 411

Long distance information
9 + 1 + (area code) + 555-1212

International dialing
9 + 011 + country code + city code + local number

If operator assistance is needed
9 + 0

Requests for new equipment

All requests for new equipment, service, relocation of existing equipment, or modification of existing equipment, must first have the approval of the Budget Unit Manager. Upon receipt of approval, requests should be forwarded to the Office of Purchasing. No verbal requests will be honored. The Office of Telecommunications must be informed of all work.

Generally allow three to five days from the date that the Office of Telecommunications receives the work request for the work to be completed. Please submit your request as far in advance of the date you need service as possible. If extra wiring or installation of conduit is required within the building, the final determination will be made by the Telecommunications Manager and the contractor assigned to do the work.*Please note that a Purchase Order number is needed for all work requests.*

Directory Changes

To ensure the availability of accurate directory information at all times, it is vital that all changes be reported in writing promptly to the Office of Telecommunications. Also, to correct directory information on the website, e-mail any name, title, location, or phone number changes to the webmaster atwebmaster@desu.edu[2]. New staff members should include their D100 number.

Telephone Billings

Departments and offices are currently billed by the University accounting department according to the main billing numbers of the system in each budget. The following general actions are taken by the University with respect to processing the bills:

1. Updating the master telephone equipment, record and distribution of equipment, general service and system costs to the various budget units.
2. Budget units are invoiced their applicable charges by computerized R-S-1 which is supported by a copy of the telephone company bill and a computer produced summary of charges.

Source URL: http://desu.edu/technology/telecommunications

Links:
[1] mailto:cbabb@desu.edu
[2] mailto:webmaster@desu.edu