Voice Communications

Responsible Executive: Vice Chancellor-Administration & Finance

Responsible Office: UCPD-Berkeley: Crime Prevention Unit
642-3722

Contact: Wade MacAdam, Police Officer and Safety Programs Officer
wmacadam@berkeley.edu, 642-3722

Policy Statement

All individuals on UC Berkeley property must consult with the University of California Police Department, Berkeley (UCPD) when modifying an existing or when creating a new campus telecommunication system or device on UC Berkeley-owned or -occupied property.

Policy Scope

This policy affects everyone at UC Berkeley.

Why We Have This Policy

Technological advances have created an explosion of options for voice services beyond traditional wired telephones. These services are often exciting and innovative, offering many new features attractive from a cost/benefit point of view. However, wired telephones continue to play a critical role in the campus emergency response process, a role often difficult to replicate using alternate phone services. Life safety issues must be considered when deciding to reduce or remove traditional wired phones.
The better the location information, the faster emergency responders can get to a person in need. When you dial 9-1-1 from a wired campus phone, emergency responders immediately know your location, including details such as building, room, and the identity assigned to the phone, even if you are unable to describe these things yourself. Cell phone services provide only an approximate location, which does not include building or room number. Internet phone services may provide no location information at all or, at best, an approximate location. If you plan to use a service such as Skype from a fixed location, review options for adding location information to your customer record and investigate whether or not this information is sent if you dial 9-1-1.

Traditional phones have a separate, centralized power supply, and often continue working even when commercial power is unavailable. Cell service is likely to be unreliable during power outages, and services such as Skype, which use the campus network, will usually fail. In the majority of locations on campus, the network will not operate when there is a commercial power failure. Even if there are local uninterruptible power supplies for individual computers, those computers may not be able to communicate during commercial power outages.

If your department is considering removing wired telephones, IST Telecom and the UCPD must be involved early in the process. After consulting with IST Telecom, contact the UCPD Crime Prevention Unit at 642-3722 to determine if your request might pose a life safety risk. UCPD can conduct a security survey (at no cost to the department) to determine if life safety issues can be addressed. Recommendations will vary from the absolute need for wired phones to a blended use of specifically-located wired phones supportive of the business use of other technologies.

In cases where the appropriate decision is to reduce wired telephones in a group or department, clearly designated wired emergency phones must be provided. These emergency phones must be ADA compliant, located in an area with emergency lighting, and should be a distinct color such as red. The emergency phone must also be clearly labeled and located so that a person standing in a common area such as a lobby, walkway, or vestibule has direct line of sight to the location of at least one of these devices.

Emergency phones may not be disconnected without UCPD review. To reduce the risk associated with the unintended disconnection of these devices, they must be identified as emergency phones when placing an installation order with IST Telecom. The monthly cost of emergency phones will be billed directly to the requesting department.

**Procedures**

Individuals can contact IST Telecom via the Campus Shared Service phone number (664-9000, and pressing 1, 1, 3) or via the IST Shopping Cart at [tc.berkeley.edu](http://tc.berkeley.edu) to request new or modified telecommunications service. IST Telecom will evaluate the request and ascertain whether it poses a life safety risk. IST Telecom will include UCPD in the evaluation of the request. If a life safety risk already exists or will be created due to the request, the request will be denied. UCPD will help to develop an alternative request that can be submitted to IST.
Responsibilities

IST Telecom:
- Receives the initial request for telecommunications installation or modification.
- Coordinates with UCPD for any life safety concerns relating to the request.
- Completes the request after receiving approval from UCPD.

UCPD:
- Coordinates with IST Telecom regarding the request received and concerns identified.
- Coordinates with the requestor and/or location to confirm/evaluate any concerns.
- Relays positive or negative feedback to IST Telecom regarding the request.

Web Site Address for This Policy

http://campuspol.berkeley.edu/policies/voicecomm.pdf

Glossary

Telecommunications Service Request: a service request by an individual or department that includes a telecommunication device/system under the jurisdiction of the UC Berkeley campus or is on UC-owned or –used property. Examples include:
- A new phone line to be added;
- An existing phone line to be terminated;
- An existing phone line to be moved;
- An existing phone line to be modified;
- An existing phone line to have an extension associated to it;
- Conference call services.

Revision History

December 1, 2016: The policy name was changed from Wired Telephones to Voice Communications. The Next Review Date was revised to December 1, 2021.

August 27, 2015: The policy was revised to remove its interim status (April 2014-September 2015) and change the Next Review Date from September 1, 2015 to August 27, 2020.