**Telephone Installation, Changes and Repairs**

Responsible Officer: Vice President for Administration and Campus Operations  
Sponsoring Department: Telecommunication Services  
Revision Date: 12 March 2019  
Errors or changes to: aim@uta.edu

I. **Telephone Installation**

Requests for telephone moves, changes, installations and removals should be submitted at ithelp.uta.edu. To submit a request:

A. Log in to ithelp.uta.edu  
B. Select "Request Something"  
C. Select "Telecom Request"  
D. Provide information as requested  
E. Submit the Request

II. **Telephone Repair Procedures**

Repairs will normally be provided during regular working hours. Requests for repairs can be made using ithelp.uta.edu - "Report an Issue". For emergencies affecting a major portion of the campus phone system during other than normal working hours, contact should be made with the Campus Police at 23381. Police personnel will then contact the on-call technician. Repair requests for individual telephones, or minor portions of the system that are not considered essential during night operations will be held until the following day for repair.