

Telephone Installation, Changes and Repairs

Responsible Officer: Vice President for Administration and Campus Operations

Sponsoring Department: Telecommunication Services

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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.