Telephone/Network Installation and Repair

**SERVICE CHANGES**

Information Technology Services (ITS) provides telecommunications services to the Pullman, ICN, and WSU urban campuses.

Some procedures are universal and apply to all WSU locations, while some policies and procedures may vary with the site.

**Pullman Campus and Research and Extension Units**

Departments located at the Pullman campus and research and extension units not located at the urban campuses are to send all requests to move, change, disconnect, or add new telecommunications services to Communications and Network Services (CNS) using the online order forms located at:

infotech.wsu.edu/communications/

Select **Service Request Forms** or **Repair Request**.

For assistance with completing the online order form, contact one of the following ITS groups:

- CNS Work Order Management; telephone 509-335-2378.
- ITS Project Coordination group.

To locate an ITS customer coordinator, go to the Information Technology Services web site at:

infotech.wsu.edu/

Select **Service Related Links**, then
Select **Project Coordination**.

**ICN and Urban Campuses**

Departments located at the urban campuses should send requests to move, change, disconnect, or add new telecommunications services to the designated campus Telecommunications Coordinator.

- Spokane Coordinator 509-358-7681
- ICN Spokane Coordinator 509-324-7321
- Tri-Cities Coordinator 509-372-7275
- Vancouver Coordinator 360-546-9591

See **BPPM 85.44** for telephone dialing procedures.
Telephone/Network Installation and Repair

Telecommunication Products and Features
For more information regarding available telecommunications products and features, go to the ITS Communications and Network Services web site at:

infotech.wsu.edu/communications/

SERVICE REQUESTS
Service request processing is available online at the ITS Communications and Network Services web site. See above.

NOTE: Do not attempt to place orders directly with the telephone company or other outside vendor.

Each online service request provides explanations for most of the fields to be completed.

After submitting a service request to CNS, the department receives an e-mail confirmation reference number and a full description of the order.

Account Coding
In the online user profile, the user enters the budget/project coding for the account most often used to support communications and network service charges.

In the online service request, the user may enter a different budget/project code to support one-time and/or monthly charges for the service selected.

NOTE: The user must have expenditure authority for each budget/project listed (BPPM 70.02).

Additional Information
CNS contacts the requesting individual if any additional information is needed to complete the request.

REPAIRS
Information Technology Services troubleshoots reported problems. ITS repairs malfunctions in equipment provided by ITS.

Reporting Problems
WSU Pullman
Use the following website to report problems at WSU Pullman:

infotech.wsu.edu/CNSrepair/
Telephone/Network Installation and Repair

Non-Pullman Locations

Departments having difficulty using or accessing the above web page or non-Pullman departments use the following numbers to report problems:

<table>
<thead>
<tr>
<th>Campus</th>
<th>8 a.m - 5 p.m.</th>
<th>After Business Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pullman</td>
<td>509-335-3355</td>
<td>509-335-3355</td>
</tr>
<tr>
<td>Spokane</td>
<td>509-358-7685</td>
<td>509-358-7500</td>
</tr>
<tr>
<td>ICN Spokane</td>
<td>509-324-7321</td>
<td>509-324-7321</td>
</tr>
<tr>
<td>Tri-Cities</td>
<td>509-372-7334</td>
<td>509-372-7334</td>
</tr>
<tr>
<td>Vancouver</td>
<td>360-546-9770</td>
<td>360-546-9770</td>
</tr>
<tr>
<td>Other Research and Extension Units</td>
<td>509-335-3355</td>
<td>509-335-3355</td>
</tr>
</tbody>
</table>

See BPPM 85.44 for telephone dialing procedures.

Be prepared to provide the pertinent telephone/Ethernet and room numbers. Also give the name of a departmental contact that can provide access and describe the problem to repair personnel.