

INTRODUCTION TO UIS

TELECOMMUNICATIONS SERVICE MANUAL

This Telecommunications Service Manual will provide you, our customers, the most pertinent, easily accessible information you need in order to make the most efficient decisions for your departments.

- ✚ The Contact Information page includes the names of individuals in each of our groups and a detailed description of our job functions so you can easily find whom you should contact for what you need.
- ✚ There is an extended section of the services we provide, and a guide of where to go to get the information you require.
- ✚ There is one section dedicated to pricing for equipment, lines, jacks, voicemail, etc.
- ✚ There is a listing of the UIS URL's that will take you to the appropriate web page for what you are looking for,
http://www.uis.harvard.edu/departmental_telecom.

UIS Telecommunications continually strives to provide you with the necessary information and training to make your jobs easier. In doing so, we have established periodic Customer User Groups to provide a forum for the exchange of ideas with other telephone coordinators throughout the University, as well as training opportunities for our customers. For information on our User Group, call Customer Service at 5-8590.

We hope you find this Telecommunications Service Manual helpful. Please contact us if you have any suggestions.

The Telecommunications' Team has compiled this manual for you, our customers, who perform the essential work of providing the right communications equipment and services for your departments. We hope the information provided in this resource book make it easier to understand the telecommunications options available to you and your department. Additionally, You may find some less familiar service offerings that you may consider in the future . Please call your UIS Telecom customer service contacts if you have a question on the material, or if you would like to talk about new solutions. They welcome your calls.

I'd like to thank the Telecommunications Department's Group Representatives for their contribution and efforts in compiling this manual. They've managed to break down the complexity of the switching, software and hardware decisions and have provided a new look at the telecom services and choices.

Like all technology products and services, telecommunications features and services are updated regularly. Please refer to our website for new information: http://www.uis.harvard.edu/departamental_telecom

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