



# TELZETTE

Harvard University Telecommunications Department

Newsletter

## Cell Phone Policy News

Over the past few months, a multi-disciplinary group at Harvard University, known as the Cell Phone Policy Group, has worked on addressing concerns related to the proper documentation and policies surrounding business-related cell phone usage.

The concern arose over documenting usage – both business and personal on University-owned cell phones. The Internal Revenue Code (IRC) of 1986 [IRC Sec. 280F(d)(4)] defined listed property to include items obtained for use in a business but designated by the IRC as lending themselves easily to personal use. This includes automobiles, computers, and entertainment or recreation-related items. In 1989, cellular telephones were added to this category.

Although the use of cell phones is much more widespread and economical today, they remain listed property and are subject to the restrictions imposed by the IRC. This distinction meant that cell phones required special treatment, different from that of desk/office phones. The special treatment meant that personal usage of a corporate cell phone was only allowed if detailed records of every business and personal incoming and outgoing call, text message etc. were kept and included, person, date, length of call, reason for call etc.

As cell phone popularity and usage exploded through the late 90's and into the new millennium, the IRC intent of cell phones as listed property and actual cell phone usage needs drifted apart. The problem cell phone users faced was the IRC did not reflect the current usage model of the times. The law, sensible in the eighties when only a select few individuals had corporate cell phones and possession was considered a corporate perk, did not keep pace with the times. Corporate compliance of the existing cell phone treatment meant a burden on individuals and businesses and on record-keeping procedures.

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## Cell Phone Policy News (Cont'd from page 1)

Currently, personal usage is not allowed on business-owned cell phones without a corresponding employee tax implication or rigorous usage documentation. The Cell Phone Policy Group's charge was to address this compliance issue to further conform to existing tax code.

In mid-February, to the relief of many, Representative Sam Johnson (R-TX) introduced legislation (H.R. 5450): **Modernize Our Book keeping In the Law for Employee's Cell Phone Act of 2008**. This resolution was referred to the House Ways and Means Committee for further discussion. Meanwhile, at the end of February, Senators Kerry (D-MA) and Ensign (R-NV) co-sponsored a bipartisan companion bill (S-2668) *A bill to amend the Internal Revenue Code of 1986 to remove cell phones from listed property under section 280F*. The Senate version was referred to the Senate Finance Committee, of which Senators Kerry and Ensign are members. The passage of these legislative issues will mean that the "Listed Property" definition will no longer include cell phones or similar telecommunications equipment. This will relieve the University from complex record keeping and additional expense.

To track the status of the pending legislation go to:

<http://thomas.loc.gov/cgi-bin/bdquery/z?d110:s.02668>:

or:

<http://thomas.loc.gov/cgi-bin/bdquery/z?d110:HR05450>:

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## Telephone Trivia

The year 1879 saw the first use of telephone numbers in Lowell, Massachusetts. During an epidemic of measles, Dr. Moses Greeley Parker feared that Lowell's four operators might succumb to the disease and bring about a paralysis of telephone service. He recommended the use of numbers rather than individual names for calling the more than 200 subscribers. This way, substitute operators could be more easily trained, in the event of such an emergency.



## Summer 2008 Telephone Order Interval

**D**uring the summer months, the telephone order activity level temporarily increases across the University. The UIS – Telecommunications group strives to complete your requests in the established interval (see below). Unfortunately, during this busy period we are not always able to meet the established interval for telephone move, add and change requests. In order to maintain our high quality levels, it is sometimes necessary to extend the established interval to complete your request.

During this annual period of increased order activity, UIS Telecommunications utilize all our resources to the fullest extent possible.

Additionally, due to the full-scheduled workload, it becomes less possible to accommodate requests for expedited orders (orders requesting less than normal intervals). Although we will attempt to meet your needs within the established interval, it is necessary to advise you that we may not be able to expedite your order to meet your exact needs. Please be aware that not all requests for expedited service can be expedited.

To help us meet your needs, please place your order with the UIS Telecommunications Customer Service group at the earliest date possible. Any orders that you provide ahead of the normal interval are beneficial to all. The more advance notice we have, the more likely we are able to meet your request.

Please call the Customer Service line at 5-8590 if you have any questions about placing an order.

Please pass this information along to your end users so that we can plan our resources and your projects accordingly.

### Standard intervals:

- 1 – 9 Lines - analog or ISDN (not FX): 5 business days
- 10 – 25 Lines - analog or ISDN (not FX): 15 business days

If you have a wiring project you want billed this fiscal year please contact Wire & Cable  
Phone: 5-4900  
Email: [wcable@harvard.edu](mailto:wcable@harvard.edu)

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**A**s we approach the start of the new fiscal year, this is an ideal time for you:

- 1) review your client assignments in TORTE and make the appropriate reassignments to reflect staff changes within your department.
- 2) work with your billing contacts (unless that's you!) to send in any billing code or name changes required for FY09 (e.g. close a sponsored account, create a new activity or root, update a sub-activity for a new project year.

Please send in your request to [telecom\\_billing@harvard.edu](mailto:telecom_billing@harvard.edu) (5-5457 to call) or request the change directly through TORTE. Refer to the following url for complete instructions: [www.uis.harvard.edu/departamental\\_telecom/Bill\\_Code\\_Name\\_Changes\\_April\\_06.pdf](http://www.uis.harvard.edu/departamental_telecom/Bill_Code_Name_Changes_April_06.pdf)

## Profile – UIS Telecommunications Repair/Inventory Team

The Repair / Inventory groups interface with Harvard departments including the UOC help desk and several vendors (Verizon, Mac Systems, PaeTec and Qwest) to ensure your trouble is fixed in a timely manner. When calling into the repair center, your calls will be answered by one of three Technical Specialists, Marie Loyd, Connie Nuzzo or Jim Goggin. If the problem is associated with Networking or Application systems, your trouble may be escalated to our Technical Consultant, Bruce Fontaine who is also the System Administrator for our Automatic Call Distributor i3 system. Gerry Redman, Inventory Coordinator, makes sure we have ample supply of telephone sets and accessories. He also serves as equipment specialist handling more detailed technical aspects of phone sets and testing new types of telephone equipment.

The Repair / Inventory group is responsible for voice, data, video and wiring troubles from faculty, staff and students. The trouble reports range from no dial tone to major outages associated with networking equipment, system applications due to software problems and copper and fiber optic cable cuts. We also have reorder inventory levels to ensure we have ample supply of equipment on hand to deal with any emergency that may arise.



Photo-  
(Seated left to right) Marie Loyd and Connie Nuzzo (Standing left to right) Paul Conway-Manager, Jim Goggin, Bruce Fontaine and Gerry Redman.

## TORTE Upgraded in May

**O**n May 5, 2008 we successfully upgraded the TORTE system. The primary focus of the new release is a tiered service order approval functionality. Designed for the Harvard Kennedy School, this new enhancement is also available to other departments or schools.

### **Here is an overview of the tiered approval functionality:**

- Special user records are created by Telecom to define Primary and Secondary Service Contacts (SCs and SSCs)
- Secondary Service Contacts create requests in the Service Order Request Form (SORF) and submit them to their Primary SC for review and approval
- Primary Service Contacts review and submit the request to UIS Customer Service for processing
- Primary Service Contacts can add information or make changes to requests before final submission
- Primary SCs can also reject any request which will return it to the Secondary Service Contact for additional work before resubmission to the Primary Contact
- The Secondary SC is notified when requests are rejected, as well as when they are submitted to Telecom
- Secondary Service Contacts (SSC) are not allowed to bypass the Primary SC and submit requests directly to Telecom
- The enhancement does not change current SORF functionality for existing Service Contacts
- To use this new feature Telecom must create new user passwords
- Interested departments or schools should contact us by e-mail at [uis\\_torte@harvard.edu](mailto:uis_torte@harvard.edu) to get more information about this upgrade

### **For many customers the changes in the new release are minor, but for users of the Service Order Request Form (SORF) there are some enhancements:**

- The Due Date field is now a calendar to make date selection easier
- The Status box has been improved to make it easier to read
- When requests are selected for submission the outline is now a border around the entire record rather than a border around each individual field
- The buttons for 'Cancel Current' and 'Cancel All' have been more accurately labeled 'Delete Current' and 'Delete All'
- As the user completes one Detail Section and checks the 'Done' box the section closes and the next incomplete section opens automatically

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## **TORTE Upgrade in May (Cont'd from page 5)**

**There are also some changes primarily for Telecom, but which will improve our ability to provide customer service, including:**

- Improvements to the way we target and manage the e-mails we send to customers
- Ability to track customers who have attended Telecom training
- Ability to track the Service Coordinator and Analyst primarily responsible for each school or department

**We have also added a number of functions related to the University Telephone Directory project into the TORTE application. Most of these will be invisible to the customer, but will allow us to manage the project more efficiently:**

- Directory distribution management
- Directory contact information is now available to Telecom staff
- Ability for targeted e-mail to directory contacts with updates or notification of problems

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## **New URL for TORTE and Directory beginning in July**

In early July the TORTE URL will be changing to a new address called Teleport. Users accessing TORTE through the current URL will be re-directed and encouraged to update their bookmarks. We are making the change as a first step to centralizing Telecom applications. This consolidation will give you a single portal to access multiple Telecom forms and applications. The new URL for Teleport will be: <https://teleport.uis.harvard.edu>.

As of July the Teleport URL will serve as the access point for TORTE. At the same time Directory Contacts will use Teleport to access the Departmental Listing Update System (DLUS) and a link to MIDAS, the University's system for individual directory listing updates. In the future, we plan to add both new and existing service and information request forms to the Teleport page.

There will be more detailed notification coming before the change, but in the meantime, if you have any questions, please contact TORTE Support at 8-6783 or [uis\\_torte@harvard.edu](mailto:uis_torte@harvard.edu).

# Did You Know?

e-mail your questions to: [talk\\_to\\_us@harvard.edu](mailto:talk_to_us@harvard.edu)

**Q:** Which wireless carriers provide domestic and international service for the UIS Telecommunications short-term rental program?

**A:** UIS -Telecommunications has chosen AT&T Wireless for our international service. Verizon Wireless provides domestic service for our short-term rentals.

**Q:** Are Blackberry smartphones supported by UIS-DLS?

**A:** Yes-these devices are supported provided they are purchased by the department or school.

**Q:** Does Verizon Wireless sell a Blackberry Global Smartphone?

**A:** Yes-Verizon Wireless does sell the Blackberry Global 8830 smartphone and this allows users to receive both voice and data while abroad where service is available.

**Q:** I've just received my brand new cell phone from Verizon Wireless. How do I activate my phone?

**A:** Customers can contact UIS Telecommunications Customer Service at 5-8590 and we will walk you through the necessary steps.

**Q:** I want to return a new cell phone to Verizon Wireless. Will I have to pay to return it to them?

**A:** No-There is a return authorization slip via Fedex included in your package. Item (s) must be returned/exchanged in the original packaging and accompanied by an original purchase receipt within 30 days.

**Q:** I have Verizon Wireless service on my personal cell phone. Do we get a Harvard discount for our personal service?

**A:** Yes. With your Harvard Employee Discount you can save up to 17% off all plans, up to 25% off all accessories and great savings on phones. Visit our website for more information at: [www.uis.harvard.edu/departamental\\_telecom/wireless\\_phones/orderpers\\_service.php](http://www.uis.harvard.edu/departamental_telecom/wireless_phones/orderpers_service.php)

**Q:** Do new cell phones come with a warranty?

**A:** Yes- there is a one year warranty for new cell phones.

**Q:** What is Enabled Voice Mail (EVM)?

**A:** EVM is a free service that will notify you if you have a new voice mail in your Harvard Octel Voice Mail System by sending you an email. It is a very handy service if you are on a business trip, on vacation or whenever you are away from your office. And, if you would like, EVM will forward a copy of any voice mails you receive to your e-mailbox as a .wav audio file so you can listen to it on a computer or your PDA.

Visit the website: [www.telecom.harvard.edu/evm](http://www.telecom.harvard.edu/evm) to learn more about:

**evmNotify** - This will send a notification to up to (3) email addresses when you have new voice mail messages on the Octel messaging server. You can choose to be notified for every message that appears in your mailbox, or for the first new message only.

**evmDelivery/Voice** - This will send voice mail messages as an attached .wav file to up to (3) email addresses when you have new voice mail messages on the Octel messaging server. You can choose to send urgent messages only, all messages or no messages.

**Q:** Where can I find a schedule for UIS - Telecommunications training sessions?

**A:** Visit our website at: [www.uis.harvard.edu/departamental\\_telecom/telecom\\_training\\_calendar.php](http://www.uis.harvard.edu/departamental_telecom/telecom_training_calendar.php)

**Q:** How do I reach UIS-Billing Customer Service?

**A:** The telephone number is 495-5457 or email [telecom\\_billing@harvard.edu](mailto:telecom_billing@harvard.edu).

FAQ



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Telzette is available on our website: [www.uis.harvard.edu/departamental\\_telecom/](http://www.uis.harvard.edu/departamental_telecom/). For additional copies call Customer Service at 5-8590.

Send suggestions or comments to [talk\\_to\\_us@harvard.edu](mailto:talk_to_us@harvard.edu)

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