

Reference : FINANCE AND ADMINISTRATION
Section : ADMINISTRATIVE SERVICES
Title : TELECOMMUNICATION SERVICES AND EQUIPMENT
Policy Number : 03-02-02
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PROCEDURE

Telecommunications Services Administration

NFTA has engaged the services of ECC Technologies to act as a single point of contact for all telecommunications services. In all circumstances should an NFTA employee contact a telecom service or equipment provider directly.

ECC will staff an NFTA Telecom Help Desk for all NFTA related telecom service and support requests.

The telecom help desk will log and track all telecom service and support requests including:

- Telephone equipment and cabling requests (phone, cell phone).
- Telephone service requests (telephone line, cellular, pager). NOTE: This includes fax line, but not fax equipment and supplies.
- Telecom circuit requests (leased data or telephone lines such as T1, ISDN, OPX, 2/4-wire, DSL, Cable Modem).
- Obtain appropriate NFTA management authorization(s) for service & support requests.
- Alert appropriate NFTA/Metro staff and/or telecom vendors and service providers of the logged and authorized request.
- Track authorized request for timely completion and resolution.
- Document telecom database for all equipment & service moves, adds and changes.
- Verify billings from service & support vendors.
- Track, verify and reconcile monthly telecom statements.

Email requests to telecom_desk@ecctec.com. You may click on this link to access the Telecom Helpdesk Request Form, click the SUBMIT box, and the form will be automatically emailed to the Helpdesk.

There is also a toll free number available for your convenience between 8am and 5pm, (877) 834-6646. Be prepared to provide the following information:

- Your name and contact information (phone, fax, e-mail).
- Your department and authorizing manager.
- Description of service or equipment request.
- When the requested service or equipment is needed.

A confirming service request will be emailed to you within 24 hours for your records.

NOTE: Continue to submit proper paperwork (RFS form) to MIS for:

- PC, Printer or Peripheral Equipment Support
- Software Support
- Network Cabling
- NFTA (IP) Network Support
- Internet Service
- Email service
- Installation of networked copier (**before procurement of copier**)

All other telecom concerns should be forwarded to the Procurement Manager.

After Hours Reporting of Telecom Issues

Non- Emergency

Call the Helpdesk at 877-834-6646 for non-emergency issues outside the normal hours of operation; Monday through Friday, 9am to 5pm.

All calls to the Helpdesk after 5pm are answered by voicemail, where the caller can leave a message detailing the issue. The Helpdesk will return the call on the next business day.

Emergency

Location	Emergency Service Contact
1. MTC 2. OCC 3. Gisel/Wolford (Babcock) Garage 4. Cold Springs Garage 5. Frontier Garage 6. NFTC & NFITC 7. DRS - 485 Cayuga Rd * 8. South Park Yards and Shops 9. Transit Police – 247 Cayuga 10. Transit Police – 1404 Main St.	OCC 716-855-6565
11. Air Rescue Fire (ARF) 12. BNIA Airfield 13. BNIA Engineering Field Office 14. BNIA Fuel Farm 15. BNIA Maintenance Garage 16. BNIA Terminal 17. Facilities Maintenance Dept. (FMD)	ARF Dispatch 716-630-6011
18. NFIA Terminal & Maintenance	Bob Stone 716-297-4494 cell 716-863-0301

Revised 9/24/04