Employee Guidelines

Telecommunications 343-9897 or telecommunications@lakecountyfl.gov
phones.lakecountyfl.gov

Lake County Telecommunications provides the following services for the government facilities:

Local and long distance voice services
Installation and repair of telephone equipment
Conference Calling
Voice Mail
Database and statistical information
Coordination of facilities wiring
Instructional information and documentation

Employees of Lake County are held accountable for responsible use of the facilities provided

Call Records: Are analyzed and tracked by Telecommunications. Employees and/or their Directors may be questioned as to the validity of calls.

Charges: Costs for providing *existing* services are computed yearly. While General Fund accounts will not actually see these charges "hit the books", Non-General Fund accounts will have these charges posted to account 419. *All* funds should budget for *new* service and equipment as time and material expenses will be back charged to the Department.

Conference Calling: A conference trunk is available for use of up to eight parties. Instructions for its use can be obtained from Telecommunications.

Database: Telecommunications tracks and maintains database records of telecommunications information. Please advise Extension 9897 of any change in user, section etc.

Directories: Please contact Extension 9897 with any requirement or content changes of the phone directory. The Clerk of the Circuit Courts provides the smaller employee directory (contact extension 4102). An employee directory is accessible at the telecommunications website.

Equipment: Telephone equipment for new service is provided by Telecommunications, and will be included in the time and material charges back charged to the Department. Equipment is County property and should be utilized with prudent, good care. Alterations to equipment, or use of outside equipment, is prohibited due to maintenance and warranty considerations.

Information: Employees should utilize their directories routinely. 411 calls should be held to a bare minimum as these costly charges mount quickly and will adversely affect yearly charges. Reference directories are kept in Room 108 of the round building for Bushnell, Gainesville, Ocala, Orlando, Tallahassee, Tampa, and Volusia County.

Installation: Time and materials charges for installation of *new* service will be back charged to the incurring department on a monthly basis.

Instructional Information: Quick-Reference Guides and other instructional information pertaining to telephone services are available from the Telecommunications office.

Long Distance: Long distance is authorized for County business only. Long Distance Access Numbers can be issued to employees for their governmental business with the written authorization of the Department Director.

Long Distance Authorization Codes: Long distance authorization codes are issued to employees to enable usage of the County's long distance facilities when located off County premises, or from restricted locations. Request and cancellation of this authorization must be done in writing.

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To open a work order go to: www.lakecountyfl.gov/telecom_work_order

Modem Lines: For telecommunications purposes, modem lines are not considered to be data lines, but are regular analog telephone lines provided by this office.

Move: Charges for moving existing equipment are billable and should be requested by accessing the on line work order form.

Outside Line: Dial "**8**" to get an outside line.

Repairs: Repair to existing equipment is provided at no charge. Please access our work order module to open a trouble ticket.

Service: To initiate telephone service you must open a work order by going to www.lakecountyfl.gov/telecom_work_order

Wiring: Interior wiring for telephone service is provided through **Facilities Maintenance** and is subject to their scheduling. Termination of the phone is provided by Telecommunications and requires a work order to be open.

Work Order: A work order is used to open trouble related issues and all other phone system changes go to www.lakecountyfl.gov/telecom_work_order

Voice Mail: Voice mail service can be offered to employees with Director's approval. Voice mail is not to replace personal interaction with taxpayers and messages must be returned promptly. Misuse can result in elimination of service. Activation of voice mail services requires Directors approval and opening a work order.

For further information, please contact:

Telecommunications
Office of Information Technology
Administration Building – Room 108
Ext. 9897 or 343-9897

Email: telecommunications@lakecountyfl.gov
Work Orders: www.lakecountyfl.gov/telecom_work_order