



# ADMINISTRATIVE PROCEDURE

## TELEPHONE STANDARDS

3516  
 Procedure No.  
 July 1, 2016  
 Date

- I. **PURPOSE:** To provide the approved telephone standards for Prince George’s County Public Schools and to provide instructions for requesting any change in telephone service.
- II. **BACKGROUND:** Prince George’s County Public Schools has entered into an agreement with a leading provider of hosted, interconnected VoIP services to the K-12 education community, to provide Prince George’s County with next-generation telephone services. Hosted VoIP is unlike traditional telephone service in that, when ordering service, one does not need to be concerned with the number of central office lines assigned to the building. Each extension essentially has a talk path or line to make and receive calls.
- III. **INFORMATION:** Following is an outline of approved telephone services for high schools, middle high schools, and elementary schools:

<b>High Schools</b>	
Automated Attendant	1
Main Number, published	1 - assigned to ring to the Automated Attendant based on flexible scheduling features with up to five (5) simultaneous extensions programmed as the main answering position
Optional Direct Inward Dial Number (DID), unlisted - allows for outside callers to direct-dial to the extension, bypassing the main answering position(s) of the school.	Principal Building Supervisor Nurse Guidance Department main# Cafeteria Investigative Counselor (if one is assigned) Security
Telephone Sets and Extension Types	<b><i>Polycom IP 650 w/ENA SmartVoice Plus</i></b> Each Principal, Main office Secretary Main Guidance secretary <b><i>Polycom IP 550 w/ENA SmartVoice Plus</i></b> Vice Principal, each Guidance Person, Book Keeper, Athletic Director Office(s) and Investigator Counselor (if one is assigned) Building Supervisor, Nurse, Security, Conference Room Cafeteria <b><i>Polycom IP 331 w/ENA SmartVoice Plus or optional ENA SmartVoice Loud Ringer</i></b> <b><i>Polycom IP 331 w/ENA SmartVoice Plus</i></b> Physical Education Media Center, Courtesy Phone and Classrooms



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<b>Middle Schools/K-8 Schools</b>	
Automated Attendant	1
Main Number, published	1 - assigned to ring to the Automated Attendant based on flexible scheduling features with up to five (5) simultaneous extensions programmed as the main answering position
Optional Direct Inward Dial Number (DID), unlisted - allows for outside callers to direct-dial to the extension, bypassing the main answering position(s) of the school.	Principal Building Supervisor Nurse Guidance Department main# Cafeteria Investigative Counselor (if one is assigned) Security
Telephone Sets and Extension Types	<p><b><i>Polycom IP 650 w/ENA SmartVoice Plus</i></b> Each Principal, Main office Secretary Main Guidance secretary (with 5 or more staff counselors)</p> <p><b><i>Polycom IP 550 w/ENA SmartVoice Plus</i></b> Vice Principal, each Guidance Person, Book Keeper, Investigator Counselor (if one is assigned) Building Supervisor, Nurse, Security, Conference Room Cafeteria</p> <p><b><i>Polycom IP 331 w/ENA SmartVoice Plus or optional ENA SmartVoice Loud Ringer</i></b> <b><i>Polycom IP 331 w/ENA SmartVoice Plus</i></b> Physical Education Media Center, Courtesy Phone and Classrooms</p>



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<b>Elementary Schools</b>	
Automated Attendant	1
Main Number, published	1 - assigned to ring to the Automated Attendant based on flexible scheduling features with up to five (5) simultaneous extensions programmed as the main answering position
Optional Direct Inward Dial Number (DID), unlisted - allows for outside callers to direct-dial to the extension, bypassing the main answering position(s) of the school.	Principal Building Supervisor Nurse Before and After Care Office Cafeteria
Telephone Sets and Extension Types	<i><b>Polycom IP 650 w/ENA SmartVoice Plus</b></i> Each Principal, Main office Secretary <i><b>Polycom IP 550 w/ENA SmartVoice Plus</b></i> Vice Principal, each Guidance Person, Book Keeper, Before and After Care and Building Supervisor, Nurse, Conference Room Cafeteria <i><b>Polycom IP 331 w/ENA SmartVoice Plus or optional ENA SmartVoice Loud Ringer</b></i> <i><b>Polycom IP 331 w/ENA SmartVoice Plus</b></i> Physical Education Media Center, Courtesy Phone and Classrooms

**IV. PROCEDURES:**

- A. Any request for a change in telephone service is to be submitted to the IT Helpdesk (contact the Office of Telephone Services and Data Wiring at 301.925.2890 or email [telserv@pgcps.org](mailto:telserv@pgcps.org)) and will be forwarded to the Office of Telephone Services and Data Wiring for processing.
- B. The Office of Telephone Services and Data Wiring will review and authorize changes in service and billing. Following approval, changes will be provided to the telecommunication contractor for processing.

**V. MAINTENANCE AND UPDATE OF THESE PROCEDURES:** These procedures will be updated by the Department of Telecommunications as necessary.

**VI. CANCELLATIONS AND SUPERSEDURES:** This procedure cancels and supersedes Administrative Procedures 3516, dated March 17, 1975.

**VII. EFFECTIVE DATE:** July 1, 2016



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Distribution: Lists 1, 2, 3, 4, 5, 9 and 10