



EAST TENNESSEE STATE
UNIVERSITY

Telecommunications

Policy Name: Telecommunications

Policy Purpose

This policy specifies the responsibilities, approval processes, and standards that govern the design, procurement, and modification of University Telecommunications systems and infrastructure.

Applicability

This policy is applicable to employees, students, visitors, and third-party vendors and contractors.

Responsible Official, Office, and Interpretation

The Office of Information Technology Services and Information Technology Council are responsible for the review and revision of this policy. For questions about this policy, please contact Information Technology Services. The Chief Information Officer, in consultation with the Office of University Counsel, has the final authority to interpret this policy.

Defined Terms

A defined term has a specific meaning within the context of this policy.

Inside Plant (ISP)

All cabling and equipment, such as routers, switches, servers and fiber or copper cables located within a building.

Outside Plant (OSP)

Physical network infrastructure, including cabling, conduits, exterior boxes, and poles located outdoors, that connect campus buildings to the broader network.

Telecommunications

The transmission of information over a distance using electrical or electronic means, typically through cables, radio waves, or other communication technologies. Telecommunications equipment includes transmission lines and cables, wireless transmission systems, and switching and routing equipment. Telecommunications

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devices include telephones, Voice over IP (VoIP) devices, video conferencing systems, access points, and gateways.

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Policy

1. Governance and Ownership.

Information Technology Services (ITS) is the responsible authority for all University-owned or University-operated Telecommunications infrastructure, systems, and services, including but not limited to wired and wireless networks, voice and telephony systems, fiber plant, and associated support systems. Architecture decisions, standards adoption, and change control activities fall under the authority of ITS.

University colleges, departments, and auxiliary units shall not install, extend, or operate independent Telecommunications systems without prior written approval from the Chief Information Officer or their designee.

Access to ITS communication rooms, cable trays, conduits, and Outside Plant enclosures or boxes without prior authorization from ITS is strictly prohibited.

2. Procurement.

All procurement of Telecommunications hardware, software, network infrastructure, fiber installations (including Outside Plant and Inside Plant), and carrier services must be coordinated through and approved by ITS.

University colleges, departments, and auxiliary units must not independently procure, install, or contract for Telecommunications hardware, software, or services without prior authorization from ITS.

ITS is responsible for reviewing procurement requests to ensure compatibility with existing infrastructure, compliance with University standards, and alignment with architectural and security requirements.

3. Infrastructure Standards and Security.

Only ITS personnel or ITS-designated contractors may install, modify, or remove Telecommunications infrastructure, including cables, fiber, conduits, wireless access points, switches, racks, and voice equipment.

The use of unapproved wireless access points, mesh systems, consumer-grade routers, or signal repeaters is prohibited.

All Telecommunications systems must be designed, installed, and maintained to minimize security risks, including unauthorized access, data breaches, and service

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disruptions. ITS is responsible for implementing appropriate technical and administrative controls to safeguard network infrastructure and University data.

All construction and renovation projects must incorporate Telecommunications standards and pathways as specified in the [ITS Cabling Installation Standard](#). Capital projects must comply with both the ITS Cabling Installation Standard and the [ETSU Communications Design Standard](#).

4. Request for Services.

Any installation, relocation, or modification of University cabling, fiber, wireless access points, or room plates must be requested through ITS using the appropriate [ITS Communications Request Form](#).

University colleges, departments, and auxiliary units may not contract directly with vendors for cabling or related Telecommunications services. All work must be performed by approved University vendors under the scope and supervision of ITS.

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Procedures

N/A

Applicable Forms and Websites

[ETSU Communications Design Standard](#)

[FP-31: Cellular Phone Policy](#)

[ITS Cabling Installation Standard](#)

[ITS Communication Request Forms](#)

Authority and Revisions

Authority: N/A

Previous Policy: FP-19: Telecommunications Policy; ITS Wireless Policy

The ETSU Board of Trustees is charged with policy making pursuant to TCA § 49-8-203, et seq. On March 24, 2017, the Board delegated its authority to ETSU's President to establish certain policies and procedures for educational programs and other operations of the University, including this policy. The delegation of authority and required process for revision to this policy can be found on the [Policy Development and Rule Making Policy webpage](#).

To suggest a revision to this policy, please contact the responsible official indicated in this policy. Before a substantive change to the policy section may take effect, the requested changes must be: (1) approved by the responsible office; (2) reviewed by the Office of University Counsel for legal sufficiency; (3) posted for public comment; (4) approved by either Academic Council or University Council; and (5) approved by ETSU's President.

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