

3. How To Obtain Communications Services

A. Requests for Telephone & Data Network Service

1. The online CNS request form is used to request new communications services, change or delete existing services and features, or to request specialized equipment and services. These services can be ordered online at: <http://www.uky.edu/IT/CNS/forms/contact.html>

Please fill out the electronic form as completely and accurately as possible. Required fields are marked with an asterisk (*) Scroll down and select request type of choice and click NEXT. Complete the information which is requested on that page then click SUBMIT.

2. Projects requiring major changes or renovations may require 30 to 45 days for the work to be completed. (For example: installation of conditioned data lines, off-campus service installations, conduit installations, multiple Ethernet connections, work that requires coordination with an outside vendor, or equipment installations requiring the order lead time).
3. Requests for shorter than normal response times may incur additional costs. Emergency requests can be submitted online at: <http://www.uky.edu/IT/CNS/forms/contact.html> Please mark the order as “EMERGENCY.”

B. Communications & Network Systems work orders on capital Cost Center projects:

1. Plant fund cost centers will not be required.
2. Areas will be allowed to use renewal & replacement cost centers to fund CNS projects.
3. Most CNS work greater than \$5k and less than \$100k will be charged to departmental operating cost centers.
4. Plant fund cost centers will be **optional** for work less than \$100,000. Areas will be given the option to establish plant fund cost centers if the work cannot be completed and billed prior to June 30 of the fiscal year in which the CNS work order is established.

5. CNS will charge G/L account 659060, 659070, or 560220 for all project work >\$5k on University owned buildings.
6. CNS will charge G/L account 639033 for projects <\$5K.
7. CNS will charge G/L account 639038 for all project work done on leased buildings (buildings not owned by the University).
8. Refer to Section E 3-1 of the Business Procedures Manual for further information on establishing Capital project cost centers.

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