

<b>UT Health Science Center:</b>	
<b>IT1318-HSC-A-Telecommunications Telecom Account</b>	
<b>Version 1</b>	<b>Effective Date: 03/30/2025</b>

Responsible Office: ITS Infrastructure	Last Review: 03/30/2025 Next Review: 03/30/2027
Contact: John Johnson	Phone: 901.448.0032 Email: johnmjohnson@uthsc.edu

## Purpose

This standard establishes the framework for obtaining and reclaiming user licenses for telecommunications (“telecom”) services within the University of Tennessee Health Science Center (UTHSC). It is designed to ensure efficient and fair allocation of resources, maintain compliance with regulatory requirements, and optimize the utilization of telecom services and university funds.

## Scope

This policy applies to all employees, colleges, departments, labs, and administrative units who use telecom services provided by the organization. It encompasses all types of telecom services, including but not limited to, voice, data, and mobile services.

## Obtaining a User License

Any employee, college, department, lab, and administrative unit requiring access to telecom services for business purposes is eligible to request a user license. The application must be supported by a valid business need and approved by the relevant department head.

Users must adhere to the following guidelines when using telecom services:

- Use services for business purposes only.
- Comply with all relevant laws and regulations.
- Ensure the security and confidentiality of sensitive information.
- Report any issues or misuse immediately to Information Technology Services (ITS).

For a full list of guidelines see [Acceptable Use of UTHSC Phones and Service](#).

<b>UT Health Science Center:</b> <b>IT1318-HSC-A-Telecommunications Telecom Account</b>	
<b>Version 1</b>	<b>Effective Date: 03/30/2025</b>

## Reclaiming Licenses

A user license may be reclaimed to ensure optimal use of the organization's telecom resources. This helps prevent the unnecessary allocation of licenses while freeing up resources for those with an active business need.

User licenses are subject to reclamation if there is no activity within a three-month period. Inactivity is defined as the lack of usage of telecom services associated with the license, such as a phone account that is not used to make or receive any calls.

- Users will receive an email notification of the account being disabled, allowing them an opportunity to justify their continued need for account access.
- If no justification is provided within 30 days, the account will be removed and the license reclaimed. The university also reserves the right to deny the justification based on business and compliance reasons.
- After reclamation the user will have to request a new account following the guidelines above.
- If a user is taking an extended leave of absence or has a published number that needs to be maintained, it is essential that the user or the management of the relevant department notify ITS accordingly with a ticket through TechConnect (<https://www.uthsc.edu/techconnect>).

## Exceptions

Accounts designated as emergency phones and tied to any service that provides support for safety and access are an exception to this standard and will not be disabled or removed unless requested or mandated by the managing unit or a senior university leader.

## Review and Updates

This policy will be reviewed annually to ensure relevance and effectiveness. Updates will be made as necessary to reflect changes in technology, regulations, and business needs.

<b>UT Health Science Center: IT1318-HSC-A-Telecommunications Telecom Account</b>	
<b>Version 1</b>	<b>Effective Date: 03/30/2025</b>

## Policy History

Version #	Effective Date
1	03/30/2025

## References

1. [GP-004.03-Acceptable Use of UT Health Science Center Phones and Service](#)