

Reference: FINANCE AND ADMINISTRATION
Section: ADMINISTRATIVE SERVICES
Title: TELECOMMUNICATION SERVICES AND EQUIPMENT
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I. PROCEDURE

Telecommunications Services Administration

The Niagara Frontier Transportation Authority and the Niagara Frontier Transit Metro System, Inc. (collectively referred to as "NFTA" or "Authority") has engaged the services of ECC Technologies to act as a single point of contact for all telecommunications service circumstances should a NFTA employee contact a telecom service or equipment provider directly.

ECC staffs an NFTA Telecom Help Desk for all NFTA related telecom service and support requests.

The telecom help desk will log and track all telecom service and support requests including:

- Telephone equipment and cabling requests (phone, cell phone).
- Telephone service requests (telephone line, cellular, pager). NOTE: This includes fax line, but not fax equipment and supplies.
- Telecom circuit requests (leased data or telephone lines such as T1, ISDN, OPX, 2/4-wire, DSL, Cable Modem).
- Obtain appropriate NFTA management authorization(s) for service & support requests.
- Alert appropriate NFTA staff and/or telecom vendors and service providers of the logged and authorized request.
- Track authorized request for timely completion and resolution.
- Document telecom database for all equipment & service moves, adds and changes.
- Verify billings from service & support vendors.
- Track, verify and reconcile monthly telecom statements.

Employees should email requests to help.desk@nfta.com.

There is also a toll-free number available for the convenience of all employees between 8am and 5pm, (877) 834-6646. Employees should be prepared with the following information:

- Name and contact information (phone, fax, e-mail).
- Department and authorizing manager.
- Description of service or equipment request.
- When the requested service or equipment is needed.

A confirming service request will be emailed to the requesting employee within 24 hours for their records.

After Hours Reporting of Telecom Issues

Call the Helpdesk at 877-834-6646 for non-emergency issues outside the normal hours of operation; Monday through Friday 5pm.

All calls to the Helpdesk after 5pm are answered by voicemail, where the caller can leave a message detailing the issue. The Helpdesk will return the call on the next business day.