

Procedure: Departmental Requests for Call Detail Records*Background:*

With the university's launch of Unified Communications services in 2012, direct-dialed domestic long distance calls placed from university phone lines are no longer billable and do not appear on departments' monthly telecommunication bills. Departmental management may still wish to review calls placed from one of their department's phone lines.

Procedure:

To obtain call records for a wired university phone line, a written request (email is acceptable) must be forwarded to the Executive Director of Network Infrastructure & Services. Such requests must come from the Dean, Department Head, or Director of the department billed for the phone line(s). Requests are to include the university telephone number(s) and the start and end dates for which data is to be retrieved (for each line). Please note that this is the same procedure used in the past to request call detail information for *local* calls.

For questions about this procedure, please contact Communications Network Services at 540-231-6460 and ask for Accounts Receivable or send email to cnsar@vt.edu.