

Official and Private calls

1 General information

The telephone system of the NWU makes use of a database containing all the necessary information about the telephones and staff. This information is used by the switchboard to transfer calls to the right person.

It is also used to populate the on-line telephone directory and serves as the basis for fair chargeback of calls. Therefore it is very important that this information is correct and up-to-date. Each staff member should verify his/her information on a regular basis to ensure an effective and efficient telephone service.

2 Registering for telephone services

Visit the IT Service Catalogue at <http://www.nwu.ac.za/content/nwu-it-service-catalogue> and look under Telephony & Messaging; or contact your local IT Service Desk.

3 Making phone calls

Lift the handset and use the following instructions:

Official calls	Mafikeng	Dial *25 with the departmental pin code to get access to an outgoing line and then dial the requested number. These calls will be for the department's account.
	Potchefstroom Vaal Triangle	Dial 01 or 03 with the departmental pin code to get access to an outgoing line and then dial the requested number. These calls will be for the department's account.
Private calls	Mafikeng	Dial *25 with the private pin code to get access to an outgoing line and then dial the requested number. The cost of private calls will be deducted from your salary.
	Potchefstroom	Dial 02 (for local numbers) or 03 (for other numbers) and in both cases a pin code to get access to an outgoing line and then dial the requested number. The cost of private calls will be deducted from your salary.
	Vaal Triangle	Dial 03 (for local and other numbers) in both cases a pin code to get access to an outgoing line and then dial the requested number. The cost of private calls will be deducted from your salary.

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