

Sample Telecenter Policies

acoa/enterprise network

acoa/enterprise network, through its Telecentres, aims to provide sufficient access to office services to facilitate the convenient conduct of business by its users without negatively impacting on local firms engaged in commercial office operations. To achieve this, users are asked to take note of the following guidelines that have been developed for use of the facilities. The guidelines are applied on the honour system, with users monitoring their own use of the equipment. Your feedback is invited as to the effectiveness and reasonableness of the guidelines.

Policy on Photocopying

acoa/enterprise network does not provide photocopying as a stand-alone service, but as a convenience to persons using the Telecentres for other reasons. Staff will assist individuals with locating the required services commercially if needed.

1. **Individuals** utilizing the Telecentre for personal reasons may make up to 20 free copies per month. Copies in excess of that number will cost 10 cents each, to a maximum of 100 per month.
2. **Potential Businesses** utilizing the Telecentres for planning or developing business ideas have the following access:
 - (a) 3 copies of the business plan and related documentation free of charge
 - (b) 3 copies of any revisions required as a result of changes to the plan, free of charge.
 - (c) Up to 100 copies of market survey documents free of charge with additional copies costing 10 cents each.
 - (d) Up to 50 copies of promotional materials free of charge, with additional copies costing 10 cents per copy.
 - (e) Up to 10 copies of reference material free of charge; check with staff if more are required.
3. **Existing Businesses** utilizing other facilities of the Telecentres may make up to 20 free copies per month. Copies in excess of that number will cost 10 cents each, up to a maximum of 100 per month.
4. **Non-profit organizations** wishing to use the photocopier should check with staff when doing so.
5. In circumstances not fitting any of the above descriptions, users are encouraged to discuss their needs with the staff in the Telecentre. We may be able to help you.

Policy on Facsimile Services

acoa/enterprise network provides access to facsimile services to facilitate the convenient conduct of business by registered Telecentre users.

1. **Individuals** utilizing the Telecentre for personal reasons are asked to check with staff if facsimile services are required while working at the Centre.
2. **Potential Businesses** utilizing the Telecentres for assistance in planning or developing business ideas have access to facsimile service at no cost for the purpose of contacting suppliers, inquiring about licensing, funding, permits, etc., or to obtain other information or advice directly related to the business idea. Users are asked to (a) check with staff and (b) record all facsimile transmissions in the Log book provided.

Any incoming facsimile messages may be received at the 466-2359 line. Please ask your corresponding parties to have your messages clearly marked to "Your name, c/o acoa/enterprise network".

When the business enters into a revenue-generating stage, it will be considered an "existing business" with the corresponding guidelines applying.

3. **Existing Businesses** utilizing other facilities of the Telecentre are offered access to facsimile services on a limited basis as an add on service only, or on a "cost-recovery" basis. That is, users will be charged the actual cost of facsimile transmissions.
4. **Non-profit organizations** needing facsimile access should check with staff and record all transmissions on the appropriate Log sheet.
5. Discuss your needs with staff. Exceptions to the guidelines are easy to implement.

Sample Telecenter Policies (con't)

Policy on Telephone Services

area/enterprise network provides access to telephone services to facilitate the convenient conduct of business while at the Telecentre.

1. **Individuals** utilizing the Telecentres for personal reasons are asked to check with staff if telephone services are required while working at the Centre.
2. **Potential Businesses** utilizing the Telecentres for assistance in planning or developing business ideas have access to both local and long-distance service at no cost for the purpose of contacting suppliers, inquiring about licensing, funding, permits, etc., or to obtain other information or advice directly related to the business idea. Users are asked to (a) check with staff to have a telephone assigned and (b) record all calls on the "Telephone Log" sheet located next to the phone.

Users requesting outside parties to return calls are asked to use the 466-2353 line as the toll free line is provided specifically to provide client access to the Network.

When the business enters a revenue-generating stage, it will be considered an "existing business" with the corresponding guidelines applying.

3. **Existing Businesses** utilizing other facilities of the Telecentre are offered access to local telephone services. Please check with staff to have a telephone set assigned. If long distance service is required, users are encouraged to charge the call to their business telephone. When this is not convenient, check with staff for other arrangements.
4. **Non-profit organizations** needing telephone access should check with staff to have phone assigned.
5. Discuss your needs with staff. Exceptions to the guidelines are easy to implement.

Policy on Microcomputer Services

area/enterprise network provides access to microcomputer services to encourage and support the use of technology by individuals and businesses in the province of Newfoundland and Labrador.

1. Numbered workstations are designated "client workstations".
2. Priority will be given to clients who schedule time on the workstations prior to visits. When booking please indicate if specific machine is required.
3. Reservations of up to 8 hours per week may be booked. After exceeding this limit, clients are welcome to continue using workstations; however, clients with scheduled time and less than 8 hours usage will have priority.
4. A station will be assigned by a staff member. Please use only one workstation at a time, and remove your personal belongings and waste paper before leaving. If an alternative or additional station is needed, check with staff.
5. If you need assistance with use of programs or equipment, scheduling ahead will assure it is available when needed.
6. Users are encouraged to use the "preview document" feature prior to printing to make sure it is okay. Multiple copies of your document should be produced on the photocopier.
7. If you wish to use your own data disk, please have your disks checked by one of the staff prior to use. Software not licensed to the Telecentre may not be used on the Telecentre equipment.

8. **UNDER NO CIRCUMSTANCES MAY PROGRAMS BE COPIED FROM THE TELECENTRE SYSTEM. OUR LICENSES STRICTLY PROHIBIT SUCH A USE, AND USERS ATTEMPTING TO VIOLATE THOSE LICENSES WILL LOSE ACCESS TO THE MICRO-COMPUTER SERVICES.**

If you require a program or facility that we do not currently have, we encourage you to relay this need to a staff member. Perhaps we can arrange to obtain it.