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## **UCLA Procedure 350.7: Community Antenna Television System (CATV)**

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Issuing Officer: Administrative Vice Chancellor  
Responsible Dept: Information Technology Services  
Effective Date: February 14, 2020  
Supersedes: UCLA Procedure 350.7, dated 8/18/2014

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### **I. BACKGROUND AND PURPOSE**

UCLA Information Technology Services (IT Services) manages the UCLA Community Antenna Television (CATV) System for signal transmission to campus locations and a Satellite Signal (SATV) head-end for satellite signal reception from external signal providers. IT Services supplies cable television to subscribers within a closed-system campus environment.

IT Services supplies the cable television signal on the UCLA CATV System. The broadcasting channels include off-air local programming, cable education, news, entertainment, sports programming, premium programming, and UCLA-originated programming. One channel is reserved exclusively for emergency announcements specifically related to UCLA.

This Procedure outlines the process for UCLA departments and units to order and request repairs of CATV services.

### **II. STATEMENT**

All orders for CATV subscription will be processed if the subscribers are located in cable-ready buildings. These buildings are designated as having the necessary distribution system cabling, pre-installed, and ready for use. A list of cable-ready buildings is available upon request from IT Services. On occasion, IT Services management may consider and approve special requests for CATV service in non-cable-ready buildings on an as-needed basis.

Federal Communications Commission (FCC) regulations do not allow UCLA to offer cable TV service subscription to entities located outside the UCLA campus. An exception granted by the designated franchise cable TV operator allows service to specific UCLA departments located in the Wilshire Center.

IT Services will ensure that all hardware (i.e., head-end, network, radio frequency components, etc.) complies with industry standards and FCC regulations. IT Services does not supply or support customer provided equipment for CATV broadcasting or subscription services. Said equipment, such as TV sets, cameras, microphones, and other external devices, are the sole responsibility of the customer.

**III. PROCEDURES**

**A. Ordering CATV Services**

Following are the procedures for ordering CATV Subscriber Services.

RESPONSIBILITY	ACTION
Department/Unit	Submits Web Center Service Request, <a href="http://webcenter.it.ucla.edu">webcenter.it.ucla.edu</a> , to IT Services Client Support. The three types of CATV service that may be requested are: <ul style="list-style-type: none"> <li>• CATV Subscriber Service (cable-ready building)</li> <li>• CATV Subscriber Service (non-cable-ready building)</li> <li>• CATV Broadcaster Service</li> </ul>
IT Services Client Support	Receives Service Request and reviews for appropriateness and authorized signatures. If the request does not meet IT Services requirements, request is returned to requestor with explanation.
IT Services (various units)	<p><u>For CATV Subscriber Service in a cable-ready building (On-campus or Wilshire Center only):</u></p> <ul style="list-style-type: none"> <li>• Enters the Service Request into the IT Services ServiceNow system;</li> <li>• Confirms that the proposed building site is located on-campus and is cable-ready; and</li> <li>• Prepares installation specifications and cost estimates for customer who may elect to cancel order or proceed.</li> </ul> <p>If customer elects to proceed with request:</p> <ul style="list-style-type: none"> <li>• Installs cable and facilitates CATV connection, including testing;</li> <li>• Closes out Service Request in the ServiceNow system upon completion; and</li> <li>• Begins billing and recharge to customer.</li> </ul> <p><u>For CATV Subscriber Service in a non-cable-ready building:</u></p> <ul style="list-style-type: none"> <li>• Informs customer that special approval from IT Services is required; and</li> <li>• If approved, proceeds with infrastructure installation, followed by normal service installation for cable-ready buildings as noted above.</li> </ul> <p><u>For CATV Broadcaster Service:</u></p> <ul style="list-style-type: none"> <li>• Enters Service Request into the IT Services ServiceNow system;</li> <li>• Assigns project manager who is responsible for coordinating all aspects of service, including a site survey with the customer; and</li> <li>• Creates design specifications, equipment requirements, and cost estimates for customer who may elect to cancel order or proceed.</li> </ul> <p>If customer elects to proceed with request:</p> <ul style="list-style-type: none"> <li>• Orders equipment, installs cable, and assigns channel;</li> <li>• Closes out Service Request in the ServiceNow system upon completion; and</li> <li>• Begins billing and recharge to customer.</li> </ul> <p>Channel information is published via the IT Services Web site which includes the current channel line-up.</p>

**B. CATV Troubleshooting and Repair**

Responsibility for troubleshooting and repair service to UCLA CATV subscribers is designated as follows. Initially, all calls for service are made to IT Services Client Support, and then routed for resolution as appropriate.

RESPONSIBILITY	ACTION
Student Technology Center (STC)	<p><u>All on-campus housing residence hall service calls</u></p> <p>An STC technician responds to initial trouble reports and attempts to isolate and correct the problem. Areas of responsibility include residence hall/campus housing outlets, coaxial cable between the outlet and the equipment room, interdiction devices, splitters and connectors.</p>
IT Services	<p><u>General service calls</u></p> <p>Responds to problems with overall quality of signal transmission, all master head-end equipment, radio frequency distribution system balance, Earth Station, single mode fiber between the master head-end and the fiber rooms, fiber receivers, fiber to copper converters, and fiber pigtails.</p>
Maintenance Vendor (outside contractor)	<p><u>Maintenance and emergency calls</u></p> <p>Responds to emergency outages of the master head-end, multiple or single-channel outages. Provides preventive maintenance services, FCC proof of performance testing, reporting, and FCC filing, and all diagnostic and routine maintenance services.</p>
IT Services	<p>Coordinates closely with STC for all service calls and ensures that repair work is completed satisfactorily.</p> <p>Prepares recharge and related paperwork as required.</p>

#### IV. REFERENCES

1. UCLA Policy 350, Telecommunications Systems Services;
2. UCLA Information Technology Services website [www.it.ucla.edu](http://www.it.ucla.edu);
3. Federal Communications Commission (FCC).

**Issuing Officer**

**/s/ Michael J. Beck**

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**Administrative Vice Chancellor**

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**Questions concerning this policy or procedure should be referred to the Responsible Department listed at the top of this document.**

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