

IDAHO STATE UNIVERSITY
MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES
Responsible Use of Telephone Resources
MAPP 09.C.1

POLICY INFORMATION

Section Title: Information Technology Services (ITS)

Subject: Responsible Use of Telephone Resources

Responsible Executive: Vice President of Finance and Administration

Sponsoring Organization: Finance and Administration

Dates: Issued: August 17, 2009 Revised: _____ Annual Review: August 17, 2010

I. PURPOSE AND SCOPE

This document defines policy for the use and administration of Idaho State University (ISU) telephone resources. This policy applies to the use of university telephone land lines and equipment, products, services, and other related resources by university employees, students, or others with access to these resources. **Mobile telephones are addressed separately as part of the Mobile Communication Devices MAPP (TBA.)**

II. POLICY STATEMENT

Idaho State University provides telephone lines, equipment, products, services, and other related resources for use by its employees and students for business and educational purposes. Use of telephone lines, equipment, products or services that result in charges to the university are restricted to official university business. Use of university telephone lines, equipment, products, services and other resources for personal or other non-university purposes resulting in charges to the university, not otherwise incurred, is generally prohibited.

III. RESPONSIBILITIES

1. The first responsibility of employees during scheduled work hours is to their work. Employees are to use university resources for work-related purposes. Employees shall use resources in accordance with departmental guidelines and this policy and procedure. Misuse of university telephone resources is cause for disciplinary action up to and including termination and or the possibility of criminal charges.
2. Subject to departmental restrictions and supervisor approval, personal use of university telephones and other networking and telecommunications resources that do not incur additional charges may be permitted in moderation. Individual departments may set internal guidelines governing personal use of telephones and other networking and telecommunications resources, as long as such guidelines reflect the employee's first

responsibility to his/her work assignment and do not result in additional costs to the university.

IV. DEFINITIONS

In conjunction with purchases and contracts negotiated by ISU and the State of Idaho, ISU owns and operates a centrally managed telephone network. The network is state-wide with equipment, circuits, and services in Pocatello, Blackfoot, Idaho Falls, Twin Falls, Boise, Coeur d'Alene, and other rural communities throughout the state. Telephone lines, equipment, products, services, and other related resources include, but are not limited to, telephone systems, telephone sets, local and long distance exchange carrier provided lines and circuits, long distance calling cards, forced authorization codes (FAC) and personal identification numbers (PIN), 800 services, conference bridges and services, and other related resources and services.

V. PROCEDURES TO IMPLEMENT

1. Long distance

- a. An approved ISU FAC or long distance calling card is required to place long distance calls or send long distance faxes via Idaho State University telephone systems. Use of these codes/cards is limited to calls required in the performance of the employee's job responsibilities. Personal or other non-university long distance calls or faxes using a business FAC or long distance calling card is strictly prohibited. Employees and students must use a personal calling card, pre-paid calling card, or personal FAC for any non-official long distance calls or faxes.
- b. An employee may be issued a FAC or long distance calling card by the Networking and Telecommunications Department (NeTel) through submission of a properly completed Telephone Privileges Request Form. The request requires the approval of the employee's supervisor and the appropriate account directors certifying signature. The security of the FAC or long distance calling card is the responsibility of the employee to whom it is issued. Codes/cards must not be left in unprotected places or in any way exposed to use by unauthorized individuals. Loss of a FAC or long distance calling card must be reported immediately to a supervisor and to NeTel. Suspicion of abuse of the FAC or long distance calling card must be reported immediately to a supervisor.
- c. A FAC or long distance calling card shall not be issued to a department or college. A FAC or long distance calling card shall not be shared. Each individual requiring access to long distance telephone resources for business use shall be issued their own FAC or long distance calling card.
- d. Pre-paid callings cards are not authorized for university related business use and shall not be purchased with university funds.
- e. Some ISU outreach locations in rural communities or small offices do not require the use of a FAC or long distance calling card. These locations use a local telephone

company's long distance service which is administered by the State of Idaho Department of Administration and billed directly to the ISU. Although FACs, PINs, or calling cards are not required to make long distance calls from these locations, the same policies for appropriate use apply.

- f. A billing report is issued to each account director on a monthly basis detailing charges for equipment, FAC cards, calling cards, in-bound 800 services, conference calls and other telephone related charges. A supervisor or designee in each department shall review the expenditures. Any indication of abuse or irregularity noted by the reviewer must be reported immediately to the employee's supervisor.
- g. FAC and/or long distance calling cards in the possession of employees leaving the university or transferring to another university department must be surrendered to the current departmental supervisor. It is the responsibility of the supervisor to notify NeTel to deactivate or transfer the FAC for terminating or transferring employees. A FAC and/or long distance calling card shall be immediately surrendered to NeTel at the request of a direct supervisor, at the time of retirement, resignation, or termination.
- h. If at any time there is sufficient evidence to indicate that unauthorized charges are being made, please contact University Risk & Compliance.

3. Directory Assistance

Directory assistance calls made using university phone systems require the use of a FAC or long distance calling card, even for local directory assistance. Any non-university related directory assistance calls made on university telephones shall be placed using personal FAC or long distance calling cards.

4. Private Business or Consulting Use

Use of university facilities, services, equipment, or other resources for consulting or other non-university business activities is prohibited unless a financial arrangement has been made between the individual and the university and has been approved by the department head or director prior to the employee's use for the external purpose.

5. 800 Service

In-bound 800 or similar services must be requested from NeTel using the Telephone Privileges Request Form. The request requires the approval of the department head and the appropriate account directors certifying signature.

In-bound 800 services are for business use only. In-bound 800 services may be requested where it is appropriate to aid in recruitment and servicing of students outside the local Pocatello calling area. Personal use of in-bound 800 services for family, friends, or others in order to avoid long distance charges is strictly prohibited.

6. Collect or Third Party Calls

Collect or Third Party calls and/or charges shall not be made or received using university telephone resources.

7. Personal FAC

Faculty, staff, and students may request a personal FAC for personal long distance calls using university telephone resources. Faculty, staff, and students are responsible for all charges related to the use of the personal FAC card. Bills will be sent direct to the responsible individual. Applications for a personal FAC can be obtained by contacting the NeTel office.

8. Long Distance Calling Cards

Long distance calling cards are issued to the university under a State of Idaho administered contract. These cards are to be used for business use only and cannot be used for personal calls. Long distance calling cards are specifically for use when traveling or to make International calls in cases where a FAC will not function.

9. Cellular Telephone and Data Services

See MAPP (Insert MAPP reference number)

10. Telecommunications and Networking Contracts and Management

Centralized management and ownership of telephone lines, equipment, products, services, and other networking and telecommunications resources are administered by NeTel. NeTel negotiates contracts for services in compliance with State statute as administered by the Idaho Department of Administration and generally purchases services leveraging State of Idaho purchasing contracts.

Departments and/or individuals are not authorized to enter into any telecommunications or networking contract for equipment or services in behalf of the university or by using university administered funds. All equipment and services shall be centrally managed and administered by NeTel under the direction of Finance and Administration.

PRESIDENTIAL CERTIFICATION

Approved: *Arthur C. Vailas*
President, Idaho State University

Date: *June 26, 2009*