

PM 98-09

8/28/98

President Herbert L. Carter

**University Telephone Policy and Guidelines
as of August 1998
[Supersedes PM 94-04]**

The mission of Telephone Services is to provide operation and maintenance of University voice communications in support of faculty, staff and students. The scope of the responsibility includes provision and maintenance of campus office telephones, courtesy telephones and directories, public telephones, emergency telephone call boxes and revision and publication of an annual campus telephone directory. The unit also prints and disseminates information on communications policies and procedures, equipment and usage.

The following is University policy regarding telephone services and the use of telephones. The objective of these policies is to provide satisfactory customer service in a cost effective manner.

Personal Telephone Calls

The policy regarding personal calls placed over State telephones is consistent with the guidance and prohibitions set forth in State Administrative Manual 4525.8. **The policy provides that personal telephone calls must be billed to the caller's home telephone or placed "collect;" personal telephone calls may not be placed over the State lines; and incoming and outgoing personal calls (even when billed to home telephones) must not interfere with the conduct of State business, or cause loss of personnel time.** Unit telephone bills will be provided by Telephone Services to unit supervisors for their review, comments, and appropriate action in the case of unauthorized uses of State telephones.

Collect Calls and Third Party Billed Calls

The acceptance of incoming collect calls is not authorized. Any exceptions must be approved by unit supervisors, based on emergency requirements. Third party charged calls (calls placed from an off-campus number to another off-campus number and billed to an existing University number) are not authorized.

Telephone Credit Card Guidelines

Telephone credit cards are to be used by employees on travel status or employees who frequently travel to work locations away from their home office. Employees working from home should not normally charge business related calls to telephone credit cards, since this is not considered travel status. Reimbursement will be handled via a personal voucher. Every credit card call carries a 40 cent surcharge; therefore local calls (calls not further than 40 miles) should be placed via coin phones, to avoid excessive billing for local calls.

If your credit card is lost or stolen, report the loss or theft to Telephone Services at extension 3800 as soon as possible. The card will be immediately canceled, and a new one reissued. If you leave the University's employment you must return the credit card and it will be immediately canceled.

International Telephone Calls and Facsimiles

All requests for approval of telephone calls, facsimiles or other communications outside the continental U.S. must be coordinated with Telephone Services. Telephone Services will provide assistance in routing communications through the use of the most efficient and cost-effective means.

The usage cost for fax services is the responsibility of each department. Departments have sole responsibility for purchasing and maintaining departmental fax machines. Telephone Services is responsible for coordinating the installation of telephone lines for fax service. Request for new telephone lines should be sent to Telephone Services and include an account number with an authorized signature to pay for usage.

Telephone Service Requests

Telephone Services has sole authorization to place orders for repairs, installations and changes to telephone service. All requests must be forwarded to Telephone Services. A letter of justification must accompany requests for new service.

Telephone Relocations

Convenience relocations necessitated by furniture rearrangement, etc., and additional features of a non-essential nature, i.e. longer phone cords, will be charged to the requesting department's budget. Adds, moves and changes associated with a remodeling project will also be charged to the requesting department's budget. A budget line item to cover telephone related charges must be included in the total cost of the project. This can be accomplished by coordinating project with Telephone Services. Grants, when appropriate, should

also include a line item for Telephone Services (**see Telephone Services, <http://www.csudh.edu/infotech/telephones/>, for Telecommunications Services Charges**). Relocation of telephones because of new building or University organizational changes will be made at University expense.

Whenever possible, department telephone numbers will be moved with the department upon relocation; however, relocation of faculty telephone numbers is not authorized. Faculty will be provided a new telephone number at the new location.

Telephone Installations

Telephones will be installed and maintained at University expense in academic and administrative departments. Telephones are provided and should be assigned only to regular employees of the unit. The University will not normally provide telephones solely for the use of student assistants unless the student assistant's primary function is operator or receptionist. A maximum of one single line telephone will be installed in faculty offices and in most laboratories for emergency use only. Additional telephone requests will be subject to a charge.

Telephones operating from the University system will be installed in various auxiliary units on campus but will be billed to those units. This include operations under the jurisdiction of the Foundation, the Student Association or other organizations which are not fully state-supported. Other University activities may also be billed, depending upon the source of funding. For example, University projects funded for research, by grants or state lottery funds may be required to support their own telephone service charges. The department responsible for charge back of such services must submit in writing authorization for charge back and provide an account number to be used for charge back of services. Such departments must coordinate their telephone service requirements with Telephone Services.

Private Telephone and Communications Devices Purchase/Use

Employees may purchase and use a telephone of their choice if the set meets FCC and other regulations. **Most University lines are digital and only work with Intercom telephone sets. Consequently, an analog line must be available to support the analog telephone.** Prior to purchase, the individual should consult with Telephone Services to insure compliance with regulations. This applies to answering machines, fax devices and fax machines. Equipment purchased by individuals with private funds for use with their University

telephone service becomes the responsibility of the purchaser, including repair and maintenance of such equipment.

Telecommunications Device for the Deaf

The Office of Disabled Student Services is equipped with a Telecommunications Device for the Deaf (TDD). All campus lines are TDD compatible but do not have the device required to handle such calls. Contact Telephone Services if a TDD is necessary.

Threatening, Obscene or Harassing Telephone Calls

Threatening phone calls must be reported to Public Safety immediately. Obscene or harassing phone calls should be reported to Telephone Services when received. Threatening, obscene and harassing calls are prohibited by Federal and State laws. Making or permitting such calls may result in a fine or imprisonment or both per Federal Communications Act, Section 223; California Penal Code, Section 653m.