

TELEPHONE USE POLICY

PURPOSE

The purpose of this document is to define the appropriate use of University-provided telephones and telephone service by University employees.

POLICY

1. University employees are provided access to a University telephone to conduct business as required.
2. Under no circumstances are employees permitted to access 1-900 numbers.
3. It is expected that a small percentage of calls may be made from University telephones by University employees that are personal, i.e. not University business-related; consequently, it is also expected that those calls would be reimbursed to the University telephone account, as the billing information is made available on the call record report.
4. Telephone charges for local and long-distance dialing are distributed on a monthly schedule. Personnel changes should be reported to the switchboard as necessary to maintain a current report.
 - a. Users are to remit a check payable to Westfield State University at 105% of charges. The additional 5% is to pay the tax due to the State Department of Revenue. Forward checks to the Chief Information Officer.
5. Telephone maintenance and repair is coordinated through the Office of Information Technology. Repair problems and moves, adds or changes in service should be reported/requested.
6. Voice Mail is available to all University employees as a feature on their telephone. Activation or deletion of voice mail service is coordinated through the Office of Information Technology.
7. Conference Calling is available through the switchboard and should be coordinated directly through the operators.

Westfield State University

Policy concerning:

Section Administrative

number 0310

page 2 of 2

APPROVED: October 1996

REVIEWED: April 2007

8. International calls must be completed by the switchboard operator.
9. Audio teleconferencing can be coordinated through the switchboard for the use of the Voice Point teleconferencing unit. This device allows a group to conduct a telephone conference/interview from various locations on the campus.

REVIEW

This policy will be reviewed annually by the Chief Information Officer.