

## **6 TELEPHONE USAGE**

This policy is designed to help employees understand the importance of phone usage for Northern Oklahoma College land lines and cellular telephone use. NOC employees rely on the telephone system and cellular telephones to conduct daily business and to better serve the NOC community. It is important that managers be proactive in educating employees in the appropriate usage of the telephone system.

### **LOCAL CALLS**

All Northern Oklahoma College owned or operated telephone systems should be used only to conduct official business. Employees should limit personal telephone calls, in frequency and duration, to the greatest extent possible. This includes incoming as well as outgoing telephone calls. Personal calls should not interfere with an employee's duties or with the duties of others and should not impact an employee's productivity.

Certain personal phone calls may be allowed including:

- Calls to notify or contact family members and/or physician in the case of an emergency;
- Calls to notify family members of a scheduling change or travel delay that is a result of NOC business including calls to make alternate child care or transportation arrangements;
- Brief calls to an employee's residence or family members, and
- Brief calls to local businesses (including government agencies, physicians, auto or home repair) that can only be reached during working hours.

These calls should always be kept to a minimum and only be made on NOC owned telephones **if** they could not be reasonably made on a non-NOC owned telephone, for example, personal cell phones or pay telephones.

### **LONG DISTANCE CALLS**

Long distance telephone calls using NOC owned telephones should only be made for official college business and these calls should be approved by a manager prior to making the call. Students are not authorized to make long distance calls on NOC owned or operated telephones. Collect calls to the college are not authorized unless the employee accepting the call has full knowledge of the intent of the call and that it is college business related.

Long distance calls should not be made for personal reasons unless they are made for an appropriate reason as discussed above, are approved by a supervisor, and the employee:

- charges the call to a third number (such as the employee's home phone number); or
- makes the call collect; or
- charges the call to a personal prepaid calling card or to a personal credit or debit card; or
- places the call to a toll free (800,877,888) number.

Only under limited circumstances should long distance calls be allowed without employee pre-payment.

### **CELLULAR PHONE**

Cellular phone use in the work place shall fall under the same policy standards as listed previously. Employees should limit personal cell phone calls, in frequency and duration, to the greatest extent possible. This includes incoming as well as outgoing cell phone calls. Personal calls should not interfere with an employee's duties or with the duties of others and should not impact an employee's productivity.

In addition, NOC employees that use cellular phones to conduct business should be aware of the laws and regulations that pertain to the use of cellular devices while operating a motor vehicle. These laws and regulations differ among states. Employees should act in a manner that is in accordance with these laws and regulations while operating a motor vehicle. Confidential information should not be discussed on a cellular phone in a public place where the information could be overheard.

### **REIMBURSEMENT**

Monthly invoices can be used to identify calls that should be reimbursed by the employee. Reimbursement for personal calls may be made through a payroll deduction or through a direct payment from the employee.

### **MANAGEMENT RESPONSIBILITIES**

Managers should be responsible for making their employees aware of the telephone usage policies. Managers should also be responsible for:

- ensuring employee compliance with the policy;
- reviewing and evaluating requests for telephone services and equipment.

All employees are required to be familiar with the features and functions of the phone system. All staff will review the features as explained in the Avaya IP Phone Guide. Questions concerning the phone system and its features should be referred to the telephone system administrator or a technical support person.

All employees are expected to utilize the voice mail feature of the phone system. This is required to ensure all call messages are received. This will also help alleviate the need for handling messages through the main switchboard. All employees will ensure that the:

- voicemail message is current and appropriate to the image of the college;
- voicemail message is programmed appropriately during extended periods of absence such as during the summer months;
- all messages received via voice mail are responded to in a timely manner.