OhioDAS

TELEPHONE USAGE POLICY

POLICY NUMBER: 700-02	EFFECTIVE DATE: July 1, 2003	APPOINTING AUTHORITY APPROVAL:
REPLACES POLICY DATED:	AUTHORITY: Personal Use of State Telephones (ITP H.2, issued 03/14/2001)	

I. PURPOSE

The purpose of this policy is to provide clarification on the use of telephone equipment supplied by the Department of Administrative Services (DAS). This policy also informs all DAS employees of their responsibilities and roles in using this equipment and the correct procedures and methods used to monitor and control the use of this equipment.

This policy is based on the IT Policy H.2, Personal Use of State Telephones, issued 03/14/2001.

II. DEFINITIONS

The first occurrence of a defined term is *italicized.*

A. *Wired Telephones:* This is communication equipment connected to a telephone service provider via wires attached to a jack. This equipment usually consists of a handset and a stationary unit with keypad for dialing. Wired telephones are located in/at buildings that house DAS employees. (Also referenced as "land lines" in some conversation.)

B. *Mobile Telephones:* This is communication equipment connected to a telephone service provider using wireless technology (e.g., towers and microwave dishes). This equipment consists of a mobile telephone provided to the employee. It is portable from location to location.

C. *Mobile (Cellular) Plans:* This term refers to the agreement with the telephone communications provider. It outlines the cost of the telephone usage and can include both a flat fee and per minute rates. Some plans include an allotment of minutes that are included in the flat rate fee.

D. *Telephone Calling Cards:* This term refers to the telephone communication services supplied when an employee is issued a "credit card" from the telephone communications provider. This credit card can be used for pay phones and operator assisted calls to avoid a charge to the wired telephone being used.

E. *DAS Division Business Offices:* This term refers to DAS staff members responsible for the financial processes of each division.

F. *Management:* Management refers to supervisory staff who have responsibility for the completion of service, support and solutions to fulfill DAS responsibilities. If Position A is shown as subordinate to Position B on the Table of Organization, then Position B is supervisory in nature.

G. *Senior Manager:* This term refers to the manager at least one level up the hierarchy from the supervisory staff requesting service. This position must have authority to approve purchase of goods and services.

H. *Mobile Telephone File:* This term refers to a file folder held by the DAS Division Business Offices that contains information pertaining to the mobile telephone procurement, monitoring and maintenance.

III. BACKGROUND

DAS employees are assigned telephones in order to facilitate communication in the course of performing state business. These employees are assigned both traditional *wired telephones* and *mobile telephones*. Wired telephones are issued to employees at their permanent work site. Mobile telephones are used by DAS employees in emergency situations and, more generally, to link employees whose job responsibilities regularly carry them from job site to job site.

Employees may be issued *telephone calling cards* in the event that use is too infrequent to warrant a mobile telephone, but business-related calls from non-State facilities are required to perform job duties.

This policy addresses the personal use of state owned telephones and calling card services. The policy pertains to telephones issued directly to an employee and those telephones shared by DAS employees.

IV. POLICY

A. Security, confidentiality and the safeguarding of State assets are a matter of concern for all employees and representatives of DAS, whether they are permanent staff, temporary staff, contracted staff, or maintenance technicians.

B. Each person within DAS holds a position of trust in safeguarding State assets. As such, each employee is expected to adhere to an ethical, responsible and professional use of telephones. This policy pertains to:

- Wired telephones.
- Procedures for handling reimbursements for personal calls on wired telephones.
- Mobile telephones.
- Procedures for handling reimbursements for personal calls on mobile telephones.
- Procedures for handling distribution of mobile telephones and decisions on *mobile (cellular) plans*.

- Telephone Calling Cards.

1. **Wired Telephones.** Each employee is expected to adhere to the following rules and standards pertaining to the use of wired telephones provided by DAS.

   a) Wired telephones may be used for local non-business calls in cases of necessity. Frequency and duration of these calls must be kept to a minimum.

   b) Personal long distance calls shall not be made from wired telephones and charged to DAS. Personal long distance calls shall be charged to a personal credit card or to a third party number. In the event of an emergency, where the employee was unable to bill the call under one of these alternative methods and the call was billed to DAS, the employee will be required to reimburse the agency when the telephone invoice is received.

   c) Detailed reports of the use of wired telephones will be promptly reviewed. The employee must clearly indicate personal long distance calls and must document the nature of the call. Management has the option of requiring a long distance telephone log that will document all calls; see Form GEN 1004, available through the Forms Management Catalog or Appendix C, Long Distance Telephone Call Record.

   d) Detailed reports of the use of wired telephones must be signed and dated by the employee.

   e) Reimbursement for all personal long distance calls must accompany the signed detailed report of wired telephone use. Reimbursement will be made in the manner prescribed by the Division Business Office.

   f) Employees shall not use wired telephones supplied by DAS for operating a business for personal gain or soliciting money for religious or political causes.

   g) Calls to 1-900 numbers or other pay-per-call numbers are strictly prohibited. Care should be taken in returning calls to unrecognized area codes and telephone numbers, as the number could be a pay-per-call number.

2. **Procedures for handling reimbursements for personal calls on wired telephones.** Each employee is expected to adhere to the following procedural steps.

Step	Action	Responsible Party
1	Invoice for wired telephone service is received.	*DAS Division Business Office*
2	Invoices are distributed to the appropriate manager based on Master Station Number.	DAS Division Business Office
3	Detail for each wired telephone number is reviewed for accuracy.	Employee
4	Personal long distance calls are clearly indicated by the employee. Documentation on the nature of the personal calls is required.	Employee

5	All personal long distance call charges are summed.	Employee
6	The detailed wired telephone use report, including documentation on all personal long distance calls, is signed and dated.	Employee
7	Reimbursement is attached to the detailed report of wired telephone usage. Reimbursement is made in the manner prescribed by the Division Business Office.	Employee
8	Report and reimbursement, if applicable, are returned to manager.	Employee
9	Report is reviewed and compared to tasks for the employee. Reimbursement is verified.	Manager
10	Report is approved and returned to the DAS Division Business Office.	Manager
11	Reports containing excessive use of local or long distance wired telephone service will result in employee counseling. Continued excessive use will follow the appropriate disciplinary process.	Manager
12	Invoice is paid; signed copies of detailed reports are kept on file; reimbursements are processed.	DAS Division Business Office

3. **Mobile Telephones.** Mobile telephones are issued to a DAS employee or a DAS work group only if the job functions of the position require mobile access to a voice communication medium. Each employee is expected to adhere to the following rules and standards pertaining to the use of mobile telephones provided by DAS.

   a) Outgoing and incoming personal calls are authorized in emergency situations only. The length of an emergency call must be kept to a minimum. The employee must document the nature of the emergency call and must reimburse the agency when the telephone invoice is received. In non-emergency situations, employees are expected to locate and utilize an alternate telephone communication source. Repeated personal use of a DAS-owned mobile telephone beyond a justifiable level will be reviewed and appropriate action taken.

   b) In the event of an unsolicited call received on a mobile telephone, such as a solicitation or wrong number, the call should be considered a normal risk of supplying a mobile telephone. These calls are not considered personal, but are expected to be noted as unsolicited on the billing statement.

   c) Detailed reports of the use of mobile telephones will be promptly reviewed. The employee must clearly indicate personal calls and must document the nature of the call. Management has the option of requiring a mobile telephone log that will document all calls; see Appendix D, Mobile Telephone Call Record.

   d) Detailed reports of the use of mobile telephones must be signed and dated by the employee.

e) Reimbursement for all personal calls must accompany the signed detailed report of mobile telephone use. Reimbursement is made in the manner prescribed by the Division Business Office.

f) Calls to 1-900 numbers or other pay-per-call numbers are strictly prohibited. Care should be taken in returning calls to unrecognized area codes and telephone numbers, as the number could be a pay-per-call number.

g) Each employee is responsible for the return of DAS-supplied mobile telephone equipment upon separation from DAS employment.

4. **Procedures for handling reimbursements for personal calls on mobile telephones.** Each employee is expected to adhere to the following procedural steps.

Step	Action	Responsible Party
1	Invoice for mobile telephone service is received.	DAS Division Business Office
2	Invoices are distributed to the appropriate manager.	DAS Division Business Office
3	Detail for each mobile telephone is reviewed for accuracy.	Employee
4	Personal calls are clearly indicated by the employee. Documentation on the nature of personal calls is required. Unsolicited calls received should also be documented for future reference.	Employee
5	All personal call charges are summed. In the event of a mobile (cellular) plan that includes free minutes, the cost of the call will be calculated as explained in Appendix A.	Employee
6	The detailed billing including documentation on all calls is signed and dated.	Employee
7	Reimbursement and the worksheet used to calculate reimbursement amount are attached to the detailed report of mobile telephone usage. Reimbursement is made in the manner prescribed by the Division Business Office.	Employee
8	Report and reimbursement, if applicable, are returned to the manager.	Employee
9	Report is reviewed and compared to tasks for the employee. Reimbursement is verified.	Manager
11	Report is approved and returned to the DAS Division Business Office.	Manager
12	Reports containing personal use of mobile telephone service will result in employee counseling. Continued personal use will follow the appropriate disciplinary process.	Manager

13	Invoice is paid; signed copies of detailed reports and reimbursement worksheets are kept on file; reimbursements are processed.	DAS Division Business Office

5. **Procedures for handling distribution of mobile telephones and decisions on mobile (cellular) plans.** Each employee is expected to adhere to the following rules, standards and procedures pertaining to the distribution of mobile phones.

   a) Mobile telephones are issued to a DAS employee only if the job functions of the position require mobile access to a voice communication medium. Examples of these job functions would include travel from point to point on a regular basis or field maintenance work where access to technical support staff may be critical to successful job completion.

   b) Mobile telephones are issued to a work group only if the job functions of the work group require mobile access to a voice communication medium. Examples of these job functions would include travel from point to point on a regular basis or field maintenance work where access to technical support staff may be critical to successful job completion.

   c) Mobile telephones issued to a work group must be monitored with a log. The log should contain the name of the work group member holding the mobile telephone, the date and time of check-out, the reason for mobile telephone need, the date and time of check-in, and an overview of calls made or received.

   d) Mobile telephones issued to a work group must be held in a locked cabinet when not checked out by a work group member.

   e) All mobile telephone procurements are the responsibility of the DAS Division Business Offices. There will be no individual work unit procurement of mobile telephone service without DAS Division Business Office knowledge.

   f) Justification of a mobile telephone for an employee or work group is the responsibility of the manager/supervisor of the employee or group.

   g) Approval of the request/justification for a mobile telephone for an employee or group is the responsibility of the *Senior Manager*. Approvals of mobile telephone procurement must be at least one level above the requesting position. If a Deputy Director is requesting service, an Assistant Director or above signature is required. No DAS employee shall approve mobile telephone service for himself. The DAS Director shall obtain the signature of the Administrator, Office of Finance as documentation of mobile telephone service approval if service is requested by the Director.

   h) Mobile telephone services will be procured in the following manner:

Step	Action	Responsible Party
1	Produce a justification of the need for mobile telephone use. This justification must include: a) the name(s) of employee(s) authorized to use the telephone; b) the estimated number of minutes that would be used per month; c) the job functions that warrant the use of a mobile phone; d) the locations where these functions will be performed; e) how this mobile equipment will improve job performance; and f) other specific communication needs that are required from the mobile equipment (e.g., voice mail, paging capability, text messaging). See Appendix B, DAS Mobile Telephone Justification Form.	Manager of employee or work group
2	Justification is delivered to the DAS Division Business Office.	Manager
3	Justification is reviewed. A mobile (cellular) plan is chosen based on number of minutes estimated, location of use, and other specific requirements noted; or the justification is returned to the Manager for rework.	DAS Division Business Office
4	Mobile (cellular) plan recommendation is documented at the bottom of the justification form.	DAS Division Business Office
5	Justification and mobile (cellular) plan recommendation are reviewed. Mobile telephone purchase is approved; or the paperwork is returned for rework.	Manager, DAS Division Business Office
6	Approved mobile (cellular) plan justification is forwarded to the Senior Manager for approval.	Manager, DAS Division Business Office
7	Mobile telephone justification and plan choice are reviewed. Paperwork is approved or returned for rework.	Senior Manager
8	Mobile telephone procurement is initiated.	DAS Division Business Office
9	A *mobile telephone file* is opened (by number). Signed justification/recommendation is added to the file.	DAS Division Business Office

i) DAS Division Business Offices will review mobile telephone service on a monthly basis. Comparison of mobile (cellular) plan details to actual use should be performed. Recommendation for changes to plans will be presented to the manager who requested the mobile phone or his replacement in writing by the DAS Division Business Office. A copy of

the recommendation for change will be placed in the mobile telephone file. Changes should be based on actual usage (minutes, location, special features) as compared to current plan and mobile (cellular) plans now available.

j) A response to a recommendation for change is required. The manager will respond in writing accepting the change or documenting why the change in not appropriate. A copy of the response will be placed in the mobile telephone file.

k) Invoices for mobile telephone service will be handled as explained in the procedure outlined in IV.B.4 above.

l) Annually, upon mobile service expiration, managers must justify the use of the mobile telephone service. The procedure is identical to original procurement. See the procedure above.

6. **Telephone Calling Cards.** Each employee is expected to adhere to the following rules and standards pertaining to the use of telephone calling cards provided by DAS.

a) Personal calls shall not be made using a telephone calling card issued by DAS and charged to DAS. In the event of an emergency, where the employee was unable to obtain an alternate telephone communication source and the call was billed to DAS, the employee will be required to reimburse the agency when the telephone calling card invoice is received.

b) Detailed reports of the use of a telephone calling card will be promptly reviewed. The employee must clearly indicate personal calls and must document the nature of the call. Management has the option of requiring a telephone log that will document all calling card calls. Use the form found in Appendix D, Mobile Telephone Call Record.

c) Detailed reports of the use of a telephone calling card must be signed and dated by the employee.

d) Reimbursement for all personal calls must accompany the signed detailed report of telephone calling card use. Reimbursement is made in the manner prescribed by the Division Business Office.

m) All telephone calling card procurements are the responsibility of the DAS Division Business Offices. There will be no individual work unit procurement of telephone calling cards without DAS Division Business Office knowledge.

n) Procedures for the distribution of telephone calling cards are identical to the steps found in Section IV.3 above. A justification is required to initiate procurement of the telephone calling card.

o) Justification of a telephone calling card for an employee is the responsibility of the manager/supervisor of the employee.

p) Approval of the request/justification for a telephone calling card for an employee is the responsibility of the Senior Manager. Approvals of telephone calling card procurement must be at least one level above the requesting position. If a Deputy Director is requesting a telephone calling card, an Assistant Director or above signature is required. No DAS employee shall approve a telephone calling card for himself. The DAS Director shall obtain the signature of the Administrator, Office of Finance as documentation of telephone calling card approval if the request is made by the Director.

e) Procedures for handling reimbursements for telephone calling cards are identical to the steps found in Section IV.4 above.

f) Calls to 1-900 numbers or other pay-per-call numbers are strictly prohibited. Care should be taken in returning calls to unrecognized area codes and telephone numbers, as the number could be a pay-per-call number.

g) Each employee is responsible for the return of a DAS-supplied telephone calling card upon separation from DAS employment.

h) In the event of a lost or stolen telephone calling card, the holder of a DAS-supplied telephone calling card should notify the Division Business Office immediately.

V. POLICY DISTRIBUTION PROCEDURES

A. This policy will be distributed to each newly hired DAS employee by his manager during the first week of service.

B. This policy will be distributed to newly engaged on-site contract personnel by the DAS coordinator for the contract at engagement initiation.

C. This policy will be reviewed with each employee to whom a mobile telephone is issued or who shares a mobile telephone with a work group at the time of issuance.

D. During the required Spring ASAP meeting, management will review the policy with all employees.

VI. COMPLIANCE REQUIREMENTS

A. For DAS employees, violation of this policy can result in disciplinary action, including reprimand, suspension or dismissal consistent with Civil Service and contractual rules and regulations, and criminal charges, if appropriate.

B. For non-DAS employees, violation of this policy will result in denial of access and criminal charges, if appropriate.

VII. CONTACT for QUESTIONS or CLARIFICATION

Administrator
Management Information Systems
30 E. Broad Street, Floor 39
Columbus, Ohio 43215-3414

614 – 387 – 1602 Voice
614 – 644 – 9910 FAX

VIII. REVISION HISTORY

Date	Description of Change
04/18/03	Original Draft
05/01/03	Updates based on Senior Team review.
05/21/03	Added telephone calling cards. Made modifications to explain unsolicited incoming calls to a mobile telephone.

APPENDIX A

CALCULATION OF MOBILE TELEPHONE MINUTE COST

MINUTES-INCLUDED PLAN

Step	Action
1	Divide the cost of the mobile telephone service by the number of free minutes included.
2	Determine the number of personal minutes used. Sum all call minutes marked as personal.
3	Determine if mobile usage exceeded the plan. Subtract free minutes included from total minutes used.
4	If the result of Step 3 is greater than zero (0), then more minutes were used than the plan allowed. Determine how many of those excess minutes were personal. Subtract the number of personal minutes used from the number of excess minutes used. Else GO TO Step 10.
5	If the result of Step 4 is greater than or equal to zero (0), then all personal minutes will be charged at the excess minutes rate (currently $0.35 per minute). Multiply the number of personal minutes by the cost of minutes exceeding those included in the plan. This is AMOUNT OWED. GO TO Step 11
6	If the result of Step 4 is less than zero (0), then personal minutes used equaling excess minutes used will be charged at the excess minutes rate (currently $0.35 per minute). Multiply the number of excess minutes by the cost of minutes exceeding those included in the plan.
7	Determine the number of minutes used but not in excess of the plan. Subtract the number of excess minutes from the number of personal minutes.
8	Multiply the result from Step 7 times the result from Step 1. This will calculate the cost of personal minutes used, but not in excess of the plan.
9	Sum the results of Step 6 and Step 8. This is AMOUNT OWED. GO TO Step 11.
10	Multiply the result from Step 3 times the result from Step 1. This is AMOUNT OWED.
11	Reimburse AMOUNT OWED.

Calculation Worksheet

Employee Name: _____

Mobile Number: _____ Billing Period: _____

A = _____ Cost of monthly mobile service

B = _____ Number of free minutes included in the mobile (cellular) plan

E = _____ Cost of minutes exceeding those included in the plan

T = _____ Total minutes invoiced

F = _____ Number of Free Minutes included in the plan

P = _____ Number of personal minutes used

C = Cost of each free included minute used
D = Excess minutes used
Y = Difference between personal and excess minutes used

C = A _____ / B _____

D = T _____ - F _____

If D _____ > 0 then

Y _____ = D _____ – P _____

If Y _____ >= 0 then

Amount Owed = P _____ * E _____

Else

Y _____ = P _____ - D _____

Amount Owed = (D _____ * E _____) + (Y _____ * C _____)

End If

Else

Amount Owed = P _____ * C _____

End If

NOTE: If the number of free minutes was exceeded, and personal calls were made on the mobile phone, the calculation charges the excess minute charge for each minute over the plan minutes, and the cost of minute charge for remaining minutes, up to the amount of personal minutes used.

APPENDIX B

DAS MOBILE TELEPHONE JUSTIFICATION

Names of all employees authorized to use the mobile telephone:	Title or work group name:
	Manager name:
	Date of justification:
Description of job duties that require mobile telephone use. Please be specific.	
Description of reason for request of mobile telephone equipment. Explain how the mobile telephone will support job function and improve performance of job duties.	
Number of minutes estimated per month:	
Locations of planned use:	Additional features needed: ____ Voice Mail ____ Text Messaging ____ Paging Capability ____ Data Transmission/Faxing ____ Other (Explain below)
For Business Office Use Only	
Company Recommended:	
Plan Recommended:	
Cost of Plan:	Number of Free Minutes:
Plan Coverage Area:	Recommended By: Date:
Business Manager Approval: Date:	Manager Approval: Date:
Mobile Number Assigned:	Type of Telephone:

APPENDIX C

Department of Administrative Services

LONG DISTANCE TELEPHONE CALL RECORD

Page _____ of _____

EMPLOYEE NAME	EXTENSION	OFFICE/SECTION/UNIT	MONTH/YEAR

INSTRUCTIONS

IF MORE THAN ONE EMPLOYEE USES AN EXTENSION, EACH PERSON SHOULD COMPLETE A SEPARATE SHEET.

DATE	TIME OF CALL	AREA CODE/ NUMBER CALLED	CITY/STATE	PERSON/AGENCY CALLED	PURPOSE	CODE *	NO. OF MINS.
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					

I CERTIFY THAT THE ABOVE IS AN ACCURATE REPORT OF ALL LONG DISTANCE PHONE CALLS MADE FROM MY WORK STATION IN THE CURRENT MONTH.

EMPLOYEE SIGNATURE	REVIEWER SIGNATURE (If Required)

* CODES

SB = State Business

M = Misdial or Wrong #

P = Personal

C = Collect Call Accepted

APPENDIX D

Department of Administrative Services

MOBILE TELEPHONE CALL RECORD

Page _____ of _____

EMPLOYEE NAME	MOBILE NUMBER	OFFICE/SECTION/UNIT	MONTH/YEAR

INSTRUCTIONS

IF MORE THAN ONE EMPLOYEE USES THE MOBILE TELEPHONE, EACH PERSON SHOULD COMPLETE A SEPARATE SHEET.

DATE	TIME OF CALL	AREA CODE/ NUMBER CALLED	CITY/STATE	PERSON/AGENCY CALLED	PURPOSE	CODE *	NO. OF MINS.
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
		( )					
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		( )					
		( )					
		( )					

I CERTIFY THAT THE ABOVE IS AN ACCURATE REPORT OF ALL MOBILE TELEPHONE CALLS MADE BY ME IN THE CURRENT MONTH.

EMPLOYEE SIGNATURE	REVIEWER SIGNATURE (If Required)

* CODES

SB = State Business

M = Misdial or Wrong #

P = Personal

C = Collect Call Accepted