



## **Internal Telephone and Mobile Phone Use Policy**

## **Purpose and Scope**

The University recognises that to ensure the most effective running of services, communications and business activities, it will be necessary for staff to have access to an outgoing phone connection and some staff may require access to a mobile telephone. This policy is to ensure that these devices are used appropriately and are updated and maintained effectively.

The use of the internal phones and Mobile are for University business use only. In an emergency the college will allow personal calls, as long as this is not excessive.

## **Internal Phones**

University College phones are allocated to an individual person or to a departmental office.

Staff allocated a phone are responsible for this phone and its usage.

Fire Phones or phones located in open areas are only able to dial internally or the emergency services.

Staff phones are preset to only allow local calls. If staff require national or international dialling this must be authorised by the appropriate line manager and the Director of IT Services.

If national or international calls are not allowed through your extension, then a connection can be made for you by the switchboard (dial '0').

All call usage is monitored, and this will be reviewed by IT Services. Excessive calls may be investigated by IT Services and staff will need to justify the calls. IT Services holds the right to invoice individuals or departments if calls are felt to be unreasonable. Staff can appeal this decision to the Director of IT Services or the Director of Finance.

Students are not permitted to use the Phones unless authorised by an appropriate member of staff or the Director of IT Services. Staff should be present for these calls.

Every extension number is allocated a corresponding voicemail box.

Voicemail messages will only be stored for 30 days, after this period retrieval of messages will not be possible.

Voicemail boxes are monitored and staff are expected to manage these themselves. It is good practice to respond to and delete messages immediately.

Request for change to your phone configuration are to be made to the IT Helpdesk

Replacement/additional phones are to be made to the IT helpdesk by an appropriate department head.

IT Services at times will need to take the phone system off line for upgrades or maintenance, where possible staff will be notified and this work will be done out of hours.

IT Services will continue to develop the phone system, and as new technology becomes available we will attempt to implement it as long as it is financially viable.

Department heads can request alternative or newer technology, but when we feel that it is not financially viable the cost will fall on the appropriate departmental budget.

Staff are not permitted to connect non University property to the phone network.

All Equipment connected to the phone Network must be authorised and registered with IT Services

Staff are not permitted to purchase equipment to connect to the phone network, without consulting IT Services.

### **University Mobiles**

Staff are responsible for the usage and security of any mobile device given to them.

Loss of these devices should be reported to the police and to the IT helpdesk if a blackberry, or to Estates if other device in order to cancel/block the contract.

These devices are for the use of University Business only.

The University receives itemised billing for all mobile devices, these are checked by IT Services or Estates. Staff may be requested to justify calls. IT Services or Estates hold the right to invoice individuals or departments if it is felt that calls are inappropriate. This decision can be appealed to the Director of IT, Director of Estates or the Director of Finance.

If the device has been provided to ensure that you are able to provide 'on-call' services to the University, you are required to ensure that the device is appropriately charged.

In line with UK and European regulation it is not acceptable to use a 'hand held' device while driving.

Problems with Blackberries should be reported to the IT Helpdesk.

Currently Blackberries are provided on the t-mobile network, all network and phone issues should be reported to IT as the contract holder. IT will liaise with t-mobile.

Currently all other phones are provided by the o2 network, all network and phone issues should be reported to Estates as the contract holder. Estates will liaise with o2.

The University is not responsible for mobile phone network problems that users may experience.

Users should ensure that if they are using Blackberries for University business abroad, that the host country is compatible with blackberries. Contact IT Services for more information.

Use of Mobile devices abroad must be authorised by the Director of IT Services (Blackberries) or Director of Estates (Other Devices) as these may have considerable cost implications.

This policy will be reviewed annually and ratified by the University Management Group.