

<b>OTAGO POLYTECHNIC MANAGEMENT POLICY</b>		<b>Number: MP0311.00</b>
Title:	<b>Use of Phone Policy</b>	
ITPNZ Std:	<b>3 Financial, Administrative and Physical Resources</b>	
Management Team	Approval Date: <b>29 Nov 05</b>	Effective Date <b>29 Nov 05</b>
Previous Policy No	<b>N/A</b>	Review Date: <b>as required</b>
Contact Authority:	<b>Chief Operating Officer</b>	Status: <b>Current</b>

**Purpose** To provide policy and procedures outlining the accepted business and private use of phones including desk, cellular and car phones.

**Compliance**

**Policy** *Failure to comply with this policy may be a breach of the Polytechnic's Code of Conduct (see MP0444 Resolving Performance Problems).*

1 Where required for business efficacy, a phone will be provided by Otago Polytechnic. Depending on the specifics of each case this may be either a desk, cellular or car phone. The Polytechnic incurs all costs.

- 1.1 Where a cellular phone is provided, Otago Polytechnic will not pay for home land line rentals.
- 1.2 Those employees, who make business calls on a personal phone on an irregular basis, may submit an expense claim for the cost of those calls.
- 1.3 No portion of the monthly rental or other cost is refundable by the Polytechnic (unless by arrangement).
- 1.4 Prior to making a National/International/Cellular call the staff member should consider if this is the most effective method of communication or whether other (non voice) methods such as E-mail or facsimile may deliver a better result.

It is recognised that on occasion staff need to make private National/International/Cellular calls.

Private National/International/Cellular calls are allowable and are at the staff member's expense.

The staff member is responsible for recording the necessary details so that the cost is identified for payment by the staff member. At this stage this is an honesty system (see Appendix 1).

- 1.5 It is recognised that on occasions staff need to make private local calls. Subject to the calls being of a reasonable number and duration and that lines are not monopolised to the detriment of Polytechnic operations, these calls are permitted with no charge being passed on to the staff member.

If the issue arises as to reasonableness, reasonable use will be determined on a case by case basis by the staff member's manager having regard to the individual staff member's circumstances.

- 1.6 Where the staff member has only a cellular phone, ie. no desk phone, the same conditions apply (see Appendices 1 and 3)

It is recognised that, from time to time, employees may need to contact



family while they are at work/on business. It is expected that these calls will be as brief as practicable and that employees should use their discretion. Otago Polytechnic will pay for the reasonable cost of these calls. For a definition of reasonable see Appendix 1.

All other personal calls from a Polytechnic cell phone are payable by the staff member (refer Appendix 1).

2 The decision on the type of phone and specification levels will be made by the Director: Learning Environment based on the staff member's business needs and recommendations from the staff member's Head of School or Service Area Manager.

3 No employee is to use an Otago Polytechnic phone for the purpose of illegal transactions, harassment, or obscene behaviour, in accordance with other existing Polytechnic policies.

4 Staff on International Travel

Where staff are on overseas travel, they may with Manager approval use a workplace cellphone.

5 Car phones and cell phones in vehicles

*Refer to policy MP0417 Driving and Vehicle Safety*

**Related Policy,  
Forms and  
Documents**

MP0417 Driving and Vehicle Safety  
Department Intranet/ISS-Information Technology Systems

- Mobile Phone Info
- Call Charges

**Delegation of  
Procedures**



## **Reimbursement for Personal Calls**

Reimbursement procedure and payment methods:

- An account code is required to credit the funds against i.e. Site, Business Unit and Account (332).
- Payment for personal calls must be made prior to both the due date of account and Finance - Accounts Payable monthly close off.
- The amount of reimbursement must have GST added as the Polytechnic is unable to include personal calls in its GST input tax claim.
- Payment can be made at the Forth Street or Cromwell Campus Customer Services cashier desk.
- Payment can be made by cash, cheque and EFTPOS.
- A copy of the reimbursement receipt should be attached to the original invoice and forwarded to the appropriate administrator for processing.



## Best Calling Practices for Contacting Staff

### 1. Otago Polytechnic (OP) Mobile to OP Mobile

This is the best way to talk to another staff mobile user as it is a free call to all Polytechnic Mobile Phones. Your phone is pre-loaded with Polytechnic Mobile Numbers. Remember "Caller ID" is enabled so using their voice mail may be redundant as it is free for them to return your call. Voicemail will incur a charge of 17c (time unlimited per call).

### 2. OP Mobile to Polytechnic Desk Phone

To dial an internal Polytechnic Extension, simply Dial 03 479 3636 in Contacts under, "aa OP PABX FCN" (the preceding 'aa,' ensures it is at the top of your contacts list) listen for dial tone then enter the Extension you require. This holds a 10c per min charge.

### 3. OP Mobile to Local Dunedin Number

To dial an internal Polytechnic Extension simply Dial "aa OP PABX FCN" from your contacts list. Listen for dial tone, Dial 1 for an outside line then enter the local Dunedin number you require. The cost for this type of call is 14c per minute, being 10c per min to Vodafone and 4c per minute to Telecom.

### 4. Polytechnic Desktop to Polytechnic Mobile

From your Desktop phone, dial the mobile number as usual. This will usually be free; however charges may be incurred for multiple concurrent users (we have exceeded our allowable number of lines). This "stepping" process will be invisible to the dialler.

### 5. Mobile to Frequently Called Number (FCN)

The Polytechnic will have several business numbers designated as FCN's, (e.g. TANZ partners). The contact for FCN information, including adding and deleting numbers, is the Mobile Phone Administrator within ITS (currently Rachel Henderson ph: 021 735 467)



## Cellular Phones

### 1. Eligible Users

All employees seeking the use of an Otago Polytechnic-owned cell phone or upgrading the handset features for business purposes should note the features sought, the application to their work situation and the benefit to the Otago Polytechnic with this functionality. The request will not be considered by ITS unless it carries the endorsement from the staff members department manager.

The costs are paid by the relevant department.

### 2. Supported Cell Phones, Services, and Related Equipment

The ITS department is responsible for continuous evaluations and purchasing of cell phone hardware to ensure that the newly purchased equipment will properly integrate with existing network services.

### 3. Appropriate Use

It is imperative that Otago Polytechnic staff take due care of all phones and be aware of potential hazards around them whilst communicating.

Note; for the efficient conduct of meetings, it is recommended that all cell phones are turned off or placed in "silent" mode for the duration.

### 4. Text and PXT

Text (SMS) and PXT (MMS) will be charged at the normal Vodafone rates of 17c per TXT/PXT plus GST. This means that it is more economical to ring Polytechnic mobiles as this is free.

Should be used appropriately taking consideration of the charges for business use and personal use charged to individual.

### 5. Lost or Stolen Cellular Phone

If an Otago Polytechnic-owned cell phone is damaged, lost, or stolen, it must be reported immediately to the ITS department.

The staff member's authorised department business unit will be responsible for repair or replacement costs.

### 6. Return of Polytechnic Cellular Phone

The expectation is that the phone and accessories are returned on request/or cessation of employment. If the staff member wishes to retain the phone then this will be negotiated. All further costs would be transferred to the staff member.

If a cell-phone user does not return an Otago Polytechnic-owned cell phone and/or accessories when requested, he or she will be required to reimburse Otago Polytechnic the reasonable replacement cost of the cell phone/accessory.

### 7. Other Issues

*In accepting a phone from Otago Polytechnic, all staff must:*

- Be aware that their phone numbers will be made public in Otago Polytechnic's Mobile Contact List and Telephone Directory.
- Not block Caller ID.
- Staff are not to change Security Codes on phones as this can render the phone unusable.