Baltimore City Community College

Changing Lives...Building Communities

Procedure No.: 3005A-1

Title of Procedure: Telecommunications Use

Applies to:
      Faculty____   **Staff____**   **Students____**
      Division/Department____   **College__X__**

Effective Date: December 14, 2006

Purpose:
      The purpose of this procedure is to promote appropriate and effective use of BCCC's telecommunication resources including, but not limited to desk telephones, fax machines, voice mail, computers with modems, and electronic voice/data lines used for transmitting and receiving information.

Procedures:
      It is the procedure of BCCC to inform all employees of their responsibility when using the college's telecommunication resources, as well as, what is considered inappropriate or prohibited.

RESPONSIBILITY OF USERS:

A. Authorized Use of BCCC's Telecommunication Systems

1. The use of BCCC telephone systems shall be limited to the conduct of official business.

2. The use of BCCC telephone systems for personal or emergency calls may be authorized if

   - It does not adversely affect the performance of duties by the employee.
   - It is of reasonable duration and frequency.
   - It could not have been made at another time.

3. Authorized personal long distance calls (regardless of calling area) that must be made or received during working hours may be made if the call is

   - Charged to the employee's home phone number or other non-College third party number.
   - Made to a toll-free number such as "1-800," "1-887," "1-888," etc.).

- Charged to the called party as a collect call.
- Charged to a personal telephone credit card.

B. Prohibitions

The practices set forth in this section are prohibited. Willful violations of these practices may result in administrative action, including but not limited, to suspension or dismissal.

1. Use of the following services, equipment, or facilities for unofficial business:

   1.1 The College's digital backbone network (restricted network closet with various data and voice cables).

   1.2 The public network leased by the College for the provision of long-distance service.

   1.3 A commercial network where the College pays for the call.

2. Listening-in or recording of telephone conversations, except as specified by appropriate legal authority.

3. Charging the cost of any call to the College as a "Third Party Call"; i.e., calls from one location to another location and billed to a third number. Individuals who must make this type of call should acquire a calling card.

4. Calls to numbers that provide entertainment or other services on a "pay for call" basis.

C. Department/Agency Responsibilities

1. It shall be the responsibility of each Vice President or Executive Administrator to control telephone costs related to his/her division.

2. All discrepancies regarding telephone charges should be reported to the CITS Campus Resource Group at 410-462-7403 for resolution. Significant problems arising from this procedure should be forwarded to Chief Information Technology Officer.

D. Guidelines for Procuring and Maintaining Voice Processing/Messaging Systems

1. Voice processing/messaging systems may include one or more of the following: interactive voice response (IVR), voice recognition call processing, automated attendant, automatic call distribution, and voice mail services.

   When designed and effectively administered, voice processing/messaging systems can enhance employee productivity and save money. The

communications benefits include improved message content, timer information, fewer phone calls and call backs, confidentiality, and reduced holding times for callers. The productivity benefits include shorter phone calls, freedom from time zone business hours constraints, ability to communicate from any location, 24-hours-a-day, 7-days-a-week and fewer interruptions. Savings result from a reduction in phone costs by using networks during lower rate periods, reduced peak-hour call traffic, and a reduction in the number of College employees involved in the communications process.

2. Use of Voice Processing Systems. The following guidelines are intended to improve the effectiveness of voice processing/messaging applications:

   2.1 Offer an escape. Systems should be programmed to offer callers a means to be directed a live departmental representative at any time. Personal greetings should identify to callers the means to reach a live person.

   2.2 It is the responsibility of the department head to ensure availability of a live person to accept forwarded calls.

   2.3 For voice mail applications, leave a personal greeting that gives callers timely, relevant information, including the employee's name, date, and information when a call might be returned.

   2.4 It is the responsibility of the individual assigned a voice mail box to secure the personalized system access pass-code.

      2.4.1 Voice mailboxes should be accessed several times each day and calls should be returned promptly. When away for an extended period, the "owner" of the personalized message of the mailbox should direct callers to another member of the organization to assure that critical messages are promptly handled.

      2.4.2 Voice mail should not be used to screen calls, to hide from callers, or to avoid answering the phone.

3. Assignment, Reassignment, and Discontinuation of Voice Mail Boxes

   3.1 Requests to assign, reassign, or discontinue individual voice mail boxes must be submitted to the CITS Service Desk electronically.

4. Usage Review

   4.1 Supervisors should be alert for any abuse of voice mail procedures. If voice mail abuse is identified, employees should be counselled; if

abuse continues, the supervisor should consider disconnecting the employee's voice mailbox.

E. Directory Assistance Calls and Long Distance

1. Directory Assistance

    1.2 To contain Directory Assistance costs, BCCC employees should look up a number in the telephone directory rather than dial 411. Use of Abbreviated Dialling or Speed Dialling lists that numbers can be stored in is strongly recommended. It is also important that these lists be kept current to encourage their use.

    1.2 Authorization Codes shall be assigned by the CITS Campus Resource Group at 410-462-7403 to allow access to long distance calls that are business related. Authorization Codes shall be assigned as directed by the responsible Vice President.

    1.3 Directory Assistance calls will be charged back to the user's cost center.

    1.4 Availability of directory assistance shall be blocked on certain telephones as directed by the responsible Vice President.

2. Audiotex Calls (Area Code 900 and 700 Calls)

    2.1 Audiotex calls are calls placed to special telemarketing numbers with area codes: 900 and 700 for long distance services.

    2.2 Access to audiotex numbers on BCCC telephones is **prohibited.**

3. Long-Distance Calls

    3.1 To minimize-long distance costs, closer monitoring of calls shall be maintained by the Vice Presidents in their respective areas.

    3.2 Authorization Codes shall be assigned by the CITS Campus Resource Group to allow access to long-distance services. Authorization Codes shall be assigned as directed by the Vice President. Any person needing to make a long-distance call must enter his/her telephone Authorization Code after dialling the complete number.

    3.3 Long-distance calls will be charged back to the user's cost center.

3.4 Availability of long-distance service shall be clocked on certain telephones as directed by the responsible Vice President.

4. Usage Review

4.1 Supervisors should be alert for any abuse of long-distance calling privileges. If long-distance call abuse is identified, employees should be counselled. If abuse continues, the supervisor should consider cancelling the employee's long-distance privileges.

4.2 The personal use of long-distance privileges is not prohibited. Persons making unauthorized long-distance calls shall be ultimately liable for the cost of such calls.