

### **60-7 Telephone Use**

60-7-1 Purpose • 60-7-2 Policy • 60-7-3 Administration • 60-7-4 Local Calls • 60-7-5 Voice Mail • 60-7-6 Long Distance Authorization • 60-7-7 Toll-Free Access Calls • 60-7-8 Reimbursement of Personal Long Distance and Cellular Calls • 60-7-9 Service and Repair

1. **Purpose.** The purpose of this policy and procedures is to facilitate the use of Eastern New Mexico University System (the System) telecommunication services for System business and to regulate the use of telephone services by employees.
2. **Policy.** The policies established in furtherance of the above purposes are as follows:
  - A. Telephone services are provided to employees by the ENMU System for business purposes only.
  - B. The System administration recognizes that, in order to remain on the job and conduct their necessary family duties, employees need to use telephone services from time to time in order to meet personal and family needs and responsibilities.
  - C. Employees shall not use ENMU System telephones for casual, entertainment or illegal purposes or to run a personal business.
  - D. Cellular telephones shall be issued only with written consent of the head of the department or vice president.

The foregoing purposes and policies are implemented by the following.

### **Procedures**

3. **Administration.** These policies and procedures shall be administered by Information Technology Services (ITS) personnel and the lead ITS personnel at the branch community colleges, who report to the System chief information officer (CIO).
4. **Local Calls.** Local calls for personal reasons must be kept to a minimum and shall be confined to calls necessary for the conduct of family and personal responsibilities.
5. **Voice Mail.** All employees with voice mail should update their outgoing messages and check their incoming messages promptly.
6. **Long Distance Authorization.** In order for an employee to obtain a long-distance authorization code:
  - A. The employee's supervisor shall submit a signed Telephone Services Request Form to ITS. ITS shall then assign the employee a unique code he or she must use in order to dial a long-distance number from campus.
  - B. Long distance authorization access codes are confidential; therefore,
    - (1) An employee must present his or her identification to ITS when picking up the long-distance access code.

- (2) The employee shall assume any risk involved in revealing the code to another person, either directly or through negligence.
  - (1) Any unauthorized use of an employee's code by another person shall be considered criminal activity and treated as such. [See NMSA 1978, § 30-16-1 (1987).]
- 7. Toll-Free Access Calls.** Employees traveling outside the local calling area may dial a toll-free number and use their assigned long-distance authorization code to make chargeable calls, with charges appearing on their department's monthly telephone billing report.
- 8. Reimbursement of Personal Long Distance and Cellular Call Charges.** Long distance calls for personal reasons must be kept to a minimum and are subject to the same guidelines as local calls (see section 4. above).
- A. Upon receipt of a monthly Call Detail Report, an employee shall reimburse the University for all long-distance calls that were not directly related to ENMU System business. Long distance calls shall be reimbursed at the rate reflected on the Extension Detail Report.
  - B. The receipt from the Cashier shall be attached to the Call Detail Report and retained in department records.
  - C. The supervisor of each department shall review the Call Detail Report for all department employees each month to ensure that all employees have reviewed their billings and paid for personal long-distance calls.
  - D. Supervisors may request a copy of their departmental cell phone call charges from the ITS/Telecommunications Department for review.
    - (1) The department will recover any fees incurred from personal use at the rate reflected on the cellular invoice.
    - (2) The ENMU System will not reimburse an individual for business use of her or his personal cell phone.
- 9. Service and Repair.** New telephone service or telephone repair may be requested by calling the ITS Helpdesk in Portales or ITS personnel at the branch community colleges and logging a call for the specific service required.

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