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Southern Virginia Higher Education Center Policy

Policy # 4201

Policy Title: TELEPHONE USAGE

Responsible Oversight Director: Chief Finance & Operations Officer (CFOO)

Date of Current Revision or Creation: March 4, 2008

A. PURPOSE

The Southern Virginia Higher Education Center (SVHEC) telecommunication network is for the business of the SVHEC and although non-business calls are unavoidable and necessary reality this policy will set standards to analysis, reimburse, and types of call to prohibit. This policy seeks to establish one policy for phone usage regardless of the type of phone asset used.

B. AUTHORITY

Virginia Code Section 23-231.24-29, as amended, grants authority to the Board of Trustees to establish rules and regulations for the institution. Section VIII (E) of the [Board of Trustees Bylaws](#) grants authority to the Executive Director to implement the policies and procedures of the Board relating to the SVHEC operations.

The policies of the SVHEC fall within the following framework and hierarchy and, therefore, are subject to compliance with laws and regulations instituted by higher levels of authority:

1. Federal laws and regulations
2. State laws and regulations
3. Board of Trustees policies
4. **SVHEC policies**
5. Departmental policies and procedures

In the event of a conflict between different levels in 1 through 5 above, the lower numerical heading shall take precedence over higher numerical heading.

C. DEFINITIONS

The SVHEC Telecommunication network - Includes the phone switch, all extensions numbers, phones, voice mail, local and truck lines, long distance service, all cellular service, cellular phones, voice data communications.

Authorized Person - Is defined as a person who has established a telecommunication need and received the necessary authorization to be issued access to a phone, phone number, or voice mail account.

D. SCOPE

This policy applies to all Agency staff, colleges and universities offering programs and courses at the SVHEC and those agencies offering services to students of the SVHEC. SVHEC policies and procedures are applicable to all members of the SVHEC community unless a specific policy states otherwise. SVHEC policies are officially located on the website, www.svhec.org.

E. POLICY STATEMENT

Wired and cellular phones of the SVHEC are for employees and authorized uses of the SVHEC and its member organizations and are typically assigned to one employee who is the responsible user. Exceptions to this are reception phones, an employee desk sharing arrangement, classroom phones (which are internal 4 digit extensions, and 911) and public access phone installed in a controlled lobby (which can only make local calls). Responsible or authorized users are required to report abuse and/or suspected abuse of telecommunication equipment to the CFOO or the departmental Director, (or through the chain of command of a member organization as long as that organization notify the SVHEC of its procedures in advance). Designated Employees whom use their personal cellular phone for SVHEC business are designated by their departmental Director and approved by the CFOO.

All personal phone calls that result in a charge to the SVHEC are prohibited. (Personal charge calling cards of some type are to be used). All itemized toll calls will be provided monthly to managers and member partner organizations and will be analyzed with any personal calls being reimbursed.

The Southern Virginia Higher Education Center's telecommunication network is not to be used to support private business practices not conducted by the SVHEC or by one of its member organizations.

All member organizations of the SVHEC will enforce this policy with their employees and authorized users and will reimburse the SVHEC for all telecommunications charges unless a MOU is created and signed by the SVHEC's CFOO stating differently.

The misuse of the SVHEC's telecommunication network is a violation of this policy and will result in reimbursement, disciplinary action, and possible termination.

F. RELATED INFORMATION

N/A

¹Procedures are not a part of the policy document. They are maintained separately.

POLICY HISTORY

Director Policy Review Committee & Policy Responsible Oversight Director - Approval to Proceed:

Patricia M. Nelson

Responsible Oversight Director's Signature

7/1/2013

Date

Executive Director – Provisional Approval of Policy:

Betty A. Cole

Executive Director's Signature

7/1/2013

Date

Date of Presentation to Board of Trustees:

Date of Approval by Board of Trustees:

Default Approval Date (if necessary):

Board of Trustee – Approval of Policy:

Chairman's or Designee's Signature

Date

Policy Revision Dates: January 2, 2014

Scheduled Review Date: January 2019

