EMPLOYEE VOICE SERVICE(S)

Policy Statement

Employees may have voice service provided on their telephones.

Reason for Policy/Purpose

This policy is required for the effective communication of university policy regarding voice service.

Who Needs to Know This Policy

All members of The University of Southern Mississippi community.

Website Address for this Policy

www.usm.edu/institutional-policies/policy-ACAF-IT-007

Definitions

Policy/Procedures

1.0 When a faculty/staff member leaves the university, the department will be notified via email that the voice service(s) are being moved to the department and billed monthly at the prevailing rate.

1.1. Existing voicemails will be deleted, and the service will be reset under the department.
1.2. Departments will not be allowed to check prior voicemail messages of a former employee without written consent from the employee.

1.3. To avoid additional monthly charges, send an email to itbilling@usm.edu, and services will be deactivated within five (5) business days of notification.

2.0 Voicemail password unlocks or resets will only be provided for the owner of the voicemail box. Should there be need to unlock or reset another individual’s voicemail, written approval from the owner is required. This includes voicemail boxes assigned directly to administrative assistants.

3.0 Voicemail messages resulting from a Hunt Group will collectively belong to individuals within that group.

4.0 Unless the department can provide documentation that an individual was informed that his/her line would be monitored, approval from the said individual(s) is required before a busy indicator line can be set up.

5.0 Resident assistant phone lines and voicemail boxes belong to Residence Life, not the resident assistant. Thus, Residence Life has full rights to resetting, adding, deleting, and reviewing of the voicemail.

Review

The Chief Information Officer is responsible for the review of this policy every four years (or whenever circumstances require immediate review).

Forms/Instructions

N/A

Appendices

N/A

Related Information

N/A

History
1. 11/01/11: Formatted for Institutional Policies website.
2. 10/08/12: Extensive additions.
3. 02/19/13: Resident assistant item (5.0) added. Formatted for template. Policy section renumbered. Minor editing of punctuation and usage throughout.

**Amendments:** Month, Day, Year – summary of changes
Authorization

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As the Responsible Officer, I have reviewed this policy and believe it represents the current policy.

[Signature]
Responsible Officer

4/14/13
Date