TELEPHONE, VOICEMAIL & LONG DISTANCE SERVICES USAGE POLICY

Policy Statement

The University of Southern Mississippi provides telephone, voicemail and long distance services for current faculty, staff, vendors, affiliates, and contractors. USM provides telephone and voicemail services for current students living on campus in a Residence Hall.

Reason for Policy/Purpose

This policy is required for the effective communication of University policy regarding telephone, voicemail and long distance services, appropriate use and audit.

Who Needs to Know This Policy

All patrons who use telephone, voicemail and long distance services.

Website Address for this Policy

http://www.usm.edu/institutional-policies/policy-acaf-it-026

Definitions

PBN – Personal Billing Number. Long distance codes are sometimes referred to as a PBN.
VoIP – Voice over Internet Protocol. Voice over IP (VoIP) is a methodology and group of technologies for the delivery of voice communications over Internet Protocol (IP) networks, such as the Internet.
Policy/Procedures

1.0 The University of Southern Mississippi provides telephone, voicemail and long distance services in the following situations.

2.0 Telephone Services

2.1 Applicable to all:

2.1.1 Telephones are purchased by and continue to remain the property of iTech.

2.1.2 Telephones must be moved by an iTech technician.

2.1.2.1 Each phone requires location specific 911 information that can only be updated by an authorized technician.

2.1.2.2 The network connection may not be active in the new location.

2.1.2.3 The network connection that is active in the new location will not be associated with the correct phone number and specific 911 location information until the phone is programmed by an authorized technician.

2.1.2.4 Telephones are not inter-changeable between locations.

2.1.3 Departments are responsible for the cost of replacing lost or damaged telephones.

2.1.4 Replacement parts on new VoIP equipment will incur additional charges. Related charges may be found under Telephone Services on the iTech Website.

2.2 Cordless Phones

2.2.1 Lines for cordless phones may be issued for departmental labs or rooms of that nature.

2.2.2 Cordless phones may not be listed in an individual employee’s name due to 911 emergency regulations.

2.2.3 Before a cordless phone is purchased, a justification request must be submitted through an iTech work order for approval.

2.2.4 The cordless phone must be DECT compliant. The technician that comes to change the phone line will be able to confirm that the phone purchased is DECT compliant.
2.3 Faculty / Staff:

2.3.1 When a faculty / staff member leaves the University:

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

2.3.1.2 Telephone must be returned to iTech.

2.3.1.3 The department will be contacted via email about the telephone service(s) being moved to the department and billed monthly at the prevailing rate.

2.3.2 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 can be set up.

2.3.3 Should an employee/department wish to retain a telephone number when the employee moves departments within the university, the decision will be at the department management’s discretion.

2.3.4 Due to Emergency 911 regulations, a telephone number may not be activated in more than one location.

2.4 Resident Assistant and Hall Director:

2.4.1 Resident Assistant (RA) and Hall Director phone lines and voicemail boxes belong to Residence Life, not the student. Thus Residence Life has full rights to resetting, adding, deleting and reviewing of the voicemail.

2.5 Students:

2.5.1 Student Telephones – Click here for information and instructions.

2.6 Vendors, Affiliates, and Contractors:

2.6.1 Invoices are emailed by the 5th working day of the month.

2.6.2 If a bill is not received by the 10th working day of the month, it is the customer’s responsibility to request the status of the account.

2.6.3 Payments are due 15 days from billing date.

2.6.4 Services will be terminated for non-payment after 60 days from payment due date.
3.0 Voicemail Services Faculty / Staff, Student, Vendors, Affiliates, and Contractors

3.1 When a faculty/staff member leaves the University:

3.1.1 Existing voicemails will be deleted, and the mailbox will be reset if the telephone remains active under the department.

3.1.2 Departments will not be allowed to check prior voicemail messages of a former employee without written consent from the former employee or approval from the University’s Office of General Counsel.

3.2 When a student, vendor, affiliate or contractor leaves the University:

3.2.1 An email should be sent to ITBilling@usm.edu as notification to cancel services.

3.2.2 Existing voicemails will be deleted and the service will be reset if the telephone remains active under a new constituent.

3.3 Voicemail passwords:

3.3.1 Unlocks or resets will only be provided for the owner of that voicemail box.

3.3.2 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.

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

3.5 In order for voicemail messages to synchronize with your email inbox, the following criteria must be met:

3.5.1 The telephone line must be in the billing system in that person’s name.

3.5.2 The person must have an active @usm.edu email address.

3.5.3 The person must be listed as an ACTIVE faculty, staff, adjunct or affiliate employee through Human Resources.

4.0 Long Distance Services Faculty / Staff, Vendors, Affiliates, and Contractors

4.1 A long distance authorization code is required to complete any long distance call from on campus that is not toll free.
4.2 To obtain a code, a request is submitted via the Departmental or Personal Long Distance Request Form.

4.3 Long Distance authorization codes not used for one (1) year will be deactivated. They can be reactivated by emailing ITBilling@usm.edu.

4.4 Departmental Long Distance Usage:

4.4.1 This code MUST NOT be used for personal calls. Should a person inadvertently use a Departmental authorization code for a personal call, that person must reimburse the department for the cost of the call. The department must deposit the funds in the departmental budget where the calls were made. Best practice is to refrain from using a departmental charge code for personal calls.

4.4.2 Each department should utilize the PinnWeb online web portal, which details individual long distance calls for each authorization code, to review long distance calls each month. It is very important that each individual check their bill for accuracy. If suspicion arises that an authorization code is being used illegally, IT Billing should be notified immediately so that particular authorization code can be deactivated.

4.4.3 The department signature authority or his/her designee should review monthly long distance charges. Monitoring these charges reduces the risk of an unauthorized individual using long distance codes assigned to departmental personnel, resulting in erroneous long distance charges to the department’s budget. Documentation (hard or electronic copy) should exist to support that long distance charges have been reviewed. The local telephone and long distance monthly usage report may be downloaded by logging into PinnWeb. If you do not have access to this web site, please contact IT Billing.

4.4.4 University authorization codes should be carefully safeguarded. If you think that a code has been compromised, IT Billing should be contacted immediately. The existing code will be deactivated and a new one will be assigned.

4.5 Personal Long Distance Usage:

4.5.1 A faculty or staff member may obtain a personal authorization code to make personal long distance calls by completing the Personal Long Distance Code Request Form. The long distance charges are processed through and payment must be made to iTech.

4.5.2 Each individual should review their long distance bill each month to ensure the calls placed are calls they made. It is very important that each individual
check their bill for accuracy. If suspicion arises that an authorization code is being used illegally, IT Billing should be notified immediately so that particular authorization code can be deactivated.

4.5.3 Payments should be paid online at https://commerce.cashnet.com/itech or checks can be made out to and mailed to iTech, 118 College Dr. #5181, Hattiesburg, MS 39406. iTech no longer accepts cash payments.

4.5.4 Payments are due 15 days from billing date.

4.5.5 If payment is not received within 60 days of the payment due date, the outstanding balance will be payroll deducted and services will be terminated.

4.5.6 Employees who are leaving the University permanently, must pay personal long distance bills in full before they leave the University.

Review

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

Forms/Instructions

Monthly statement for telephone services billing to a department can be accessed through PinnWeb using campus login credentials: CampusID/Password)

Faculty and Staff Telephone Services

Appendices

NA

Related Information

For problems or issues, contact IT Billing

- Telephone – 601-266-4357
- Email – ITBilling@usm.edu

History

Amendments
1. New policy developed in 2015.
2. 01/2017: Policy updated to include cordless phones
Authorization

Title: Telephone, Voicemail & Long Distance Services Usage Policy
Policy number: ACAT-IT-026

RECOMMENDED BY:

______________________________________ __________________________
Responsible University Administrator Date

______________________________________ __________________________
Responsible University Officer Date

REVIEWED BY:

______________________________________ __________________________
Director of Compliance and Ethics Date

______________________________________ __________________________
Office of General Counsel Date

APPROVED:

______________________________________ __________________________
President Date