

Department of Finance and Administration – Policy 17
Telecommunication Services
(Revised June 2009)

Introduction and Background

1. This Policy Statement has been issued to ensure long distance calls from state phones and cellular service airtime are used exclusively for state business, and to establish appropriate procedures within state agencies to ensure monitoring by state agencies of long distance calls made from state offices. This Policy Statement is issued under the general accounting authority granted by State law in T.C.A. 4-3-1007 (6).
2. This policy is applicable to all state departments, agencies, boards and commissions, with the exception of colleges and universities, and is effective when issued. State departments and agencies shall develop revised procedures to ensure compliance with this policy within 60 days of issuance.
3. The Office of Information Resources, Voice Services Section, can assist agencies with their needed telecommunication services. In an effort to realize cost-effectiveness, OIR has entered into several statewide contracts to provide telecommunication services.
4. It is the responsibility of each State agency to request or cancel services by submitting a request for services through the Remedy system. It is also the responsibility of a State agency to change any accounting information in the billing, including the name and address on the cellular service. In accordance with the Financial Integrity Act (TCA Section 9-18-102), an agency's management is responsible for establishing and maintaining internal controls.

Long Distance Calls from Land Lines and Cellular Services

5. Long distance calls and cellular service airtime on state phones are for conducting state business only and should not be used for personal calls. Any long distance calls or cellular airtime of a personal nature should be conducted on the employee's time using the employee's personal telephone, calling card or other appropriate means. State issued cellular phones are to be used only for State of Tennessee business, regardless of whether the telephone calls are local or long distance.

Internet Connectivity and Other Telecommunication Services

6. Usage of cell phones, Blackberry, 3G Cards, DSL (digital subscriber line) Dial-Up services and other devices or services supplied to employees by the State of Tennessee shall adhere to the Acceptable Use Policy established by the Office of Information Resources in the Department of Finance and Administration and attached to this Policy Statement as an Appendix.

Directory Assistance and Other Telecommunication Charges

7. Because the State is charged extra for directory assistance calls, the use of phone books and the Internet for locating telephone numbers is considered good business practice. Certain telecommunication charges are not authorized, including but not limited to, the following: 900 calls, third party calls, vendor add-ons, non-approved conference bridges, and unauthorized international calls. The Office of Information Resources, Voice Services Section, can assist agencies with their needs to acquire needed telecommunication services.

Monitoring Telephone Bills – Agency Responsibility

8. Each agency will monitor telecommunication billing based on long-distance and other billable telephone use by that department. Management should make use of reports available from the Department of Finance & Administration Billing Services to identify unusual and inappropriate phone calls. The Comptroller of the Treasury should be notified of abuse or fraudulent acts. Every effort should be made to review bills in a timely manner in order to make any corrections. Detailed reports are available through 3270 or the Intranet. These reports are designed to give an agency detail charges by type of service delivered through Finance and Administration.

Guidelines for Monitoring Telecommunication Bills

9. Generally program supervisors are more aware of the types of phone calls that employees should be making, appropriate locations to which calls are placed, and the appropriate length of calls. In identifying unusual and inappropriate calls, management may consider:
 - a. Calls made before and after working hours, including weekends and holidays
 - b. Frequent calls to an unrecognized business number
 - c. Calls which cost more than a specified amount
 - d. Calls which are more than a specified length
 - e. Calls to foreign countries, resort areas, or other unusual areas of the country
 - f. Collect calls
 - g. Credit card calls

- h. Incoming cellular calls
- i. Outgoing cellular calls
- j. Cellular service charges
- k. Directory Assistance calls

Collect Calls

- 8. It is the general practice of the state not to accept collect calls. However in the event of an emergency or other unusual situation, it may be necessary for an agency to accept a collect call. If a collect call must be accepted, the employee should obtain the callers name and phone number and return the call using State telephone lines.

Credit Card (Calling Cards)

- 9. Credit cards (or calling cards) issued by the State are to be used only for conducting State business. Each department should carefully manage the issuance and use of state issued calling cards to reduce the risk of abuse.

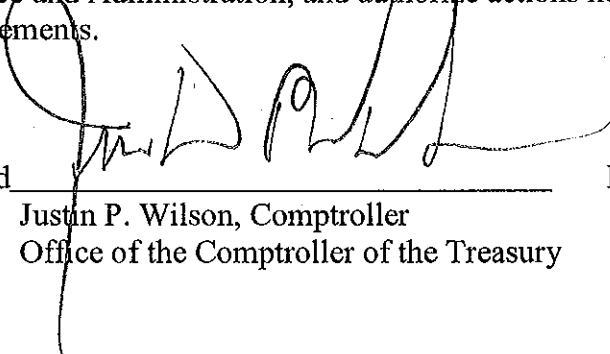
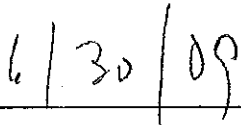
Approval of the Commissioner of Finance and Administration

I, M. D. Goetz, hereby approve of this Policy Statement 17 of the Department of Finance and Administration, and authorize actions necessary to implement its requirements.

Signed  Date 
M.D. Goetz, Commissioner
Department of Finance & Administration

Approval of the Comptroller of the Treasury

I, Justin P. Wilson, hereby approve of this Policy Statement 17 of the Department of Finance and Administration, and authorize actions necessary to implement its requirements.

Signed  Date 
Justin P. Wilson, Comptroller
Office of the Comptroller of the Treasury