



Administrative Policies and Procedures: 3.15

Subject:	Telecommunication Services
Authority:	TCA 4-3-1007(6), 9-18-102, 37-5-105(3), 37-5-106, Financial Integrity Act of 1983; Finance and Administration Policy 17, (Revised June 2009);
Standards:	None
Application:	To All Department of Children's Services Employees
Policy Statement:	
The Department of Children's Services shall ensure that long distance calls from state telephones, cellular service airtime and other telecommunication services are used exclusively for State of Tennessee official business.	
Purpose:	
To comply with the requirements of the Department of Finance and Administration (F & A) Policy 17 for the issuance, usage and monitoring of state-issued telecommunication devices and services as appropriate. It is also DCS responsibility for establishing and maintaining internal controls in accordance with the Financial Integrity Act (TCA 9-18-102).	
Procedures:	
A. Assignment/ request of state-issued telecommunication devices/services	<ol style="list-style-type: none"> DCS employees may be issued State telecommunication devices or other telecommunication services as appropriate if required for their job duties and requested by their immediate supervisor. All Requests to issue or cancel telecommunications devices and services will be made by completing and submitting a Telecommunication Service Request (TSR) to the DCS OIS Division of Telecommunications. See DCS Policy 7.16 Procurement of Telecommunication Equipment and Services.
B. Employee responsibilities	<ol style="list-style-type: none"> Long Distance Calls from Land Lines and Cellular Services <ol style="list-style-type: none"> Long distance calls and cellular service airtime on state telephones are for conducting <u>State of Tennessee official business</u> and must not be used for personal calls. Any long distance calls or cellular airtime of a personal nature must 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 <u>only be used for State of Tennessee official business</u>, regardless of whether the telephone calls are local or long

distance.

2. Internet Connectivity and Other Telecommunication Services

Usage of cell phones, Blackberries, 3G Cards, DSL (digital subscriber lines) dial up services and other devices or services and supplies to employees by the State of Tennessee, shall adhere to the DCS policy [7.2 Acceptable Use Network Access Rights and Obligations](#) that complies with the access rights and obligations as established by the Department of F & A, Office of Information Resources.

3. Personal Telephone Usage

- a) Telephones in DCS offices are only to be used for State of Tennessee official business. Any calls of a personal nature placed from a DCS office should be conducted on the employee's time, except in the event of an emergency. In the event a personal long distance telephone call is made from a business telephone, the call must be charged to the employee's home telephone, personal calling card or other appropriate means.
- b) Personal long distance calls may not be charged to a state telephone number or state calling card. Employees have an obligation to limit, to a bare minimum, the number and duration of personal calls whether they are local calls or properly billed long distance calls, in addition to placing telephone calls (local or long distance) received on a business telephone.
- c) Obvious telephone abuse (*i.e.*, charging personal long distance telephone calls on a business telephone, *etc.*) has a direct monetary effect on the department. Other less obvious abuse (making/receiving excessive personal local calls, or receiving excessive personal long distance calls) has a direct effect on the employee's productivity. Excessive use can be defined in terms of the number of calls, the duration of calls, or combination of both.

4. Directory Assistance and Other Telecommunication Charges

- a) Since the State is charged extra for *directory assistance calls* (*i.e.*, 1-411 or 1 + area code 555-1212, *etc.*), a good business practice for employees is to use telephone books or www.switchboard.com on the internet for locating telephone numbers.
- b) Certain telecommunication charges are not authorized, including but not limited to, the following:
 - ◆ 900 (premium rate number),
 - ◆ Third party calls,
 - ◆ Vendor add-ons, non-approved conference bridges, and
 - ◆ Unauthorized international calls.
- c) Employees, if all possible, should refrain from placing person to person, station to station, and third party calls. These calls will be carefully scrutinized.

5. Collect Calls

It is the general policy of the State of Tennessee **not** to accept collect calls from the general public. Collect calls from employees should be accepted only for

	<p><u>State of Tennessee official business</u> and <u>only when necessary</u>. Other reasonable alternative methods must be explored before making or accepting a collect call to or from another employee. If a collect call must be accepted in the event of an emergency or other unusual situation, the employee accepting the call must log all collect calls. The reason for the collect call must be fully explained on the log. Logs should be maintained on file until reviewed and reconciled with billing printout/report.</p> <p>6. Calling Cards</p> <p>State-issued calling cards must <u>only</u> be used for <u>State of Tennessee official business</u> purposes. An employee calling home or other calls of a personal nature (even while traveling on state business) are not considered business related and should not be placed using a state-issued calling card. Logging calling card calls is not required; however the employee has the burden of justifying each call.</p> <p>7. Employees who are re-assigned or terminate must turn in all telecommunication devices and related equipment and accessories to their supervisor as outlined in DCS policy 4.27, Employee Exit Interview. The supervisor/designee must ensure that telecommunication devices, related equipment and accessories are returned to the DCS OIS Division of Telecommunications.</p>
<p>C. Reimbursement for business calls placed from or charged to <u>personal</u> telephone bills</p>	<p>Telecommunication charges incurred by State employees while on official business will be reimbursed according to the <u>State of TN, Comprehensive Travel Regulations</u> subject to the following limitations:</p> <ol style="list-style-type: none"> 1. Local phone calls on official business will be reimbursed. 2. Long distance telephone calls on official business will be reimbursed provided a statement is furnished indicating the date, name and location called. 3. Telegrams and FAX charges will be reimbursed provided a statement similar to that for long distance calls is furnished. 4. Review DCS policy 3.16 Reimbursements for Employee Expenses for guidelines on reimbursement for employee expenses.
<p>D. Monitoring and reporting misuse/abuse</p>	<ol style="list-style-type: none"> 1. DCS is required by <u>F & A Policy 17</u> to develop a system to identify inappropriate and unnecessary long distance calls and cellular service airtime. The DCS Office of Finance and Program Support (OFPS) will direct and support the monitoring of misuse/abuse of telecommunications. 2. Each DCS central office division, regional office, and YDC Manager/designee is responsible for monitoring telephone use and investigating and reporting misuse or abuse. OFPS must immediately be notified when misuse or abuse is detected. At the conclusion of the investigation, the appropriate office will report to OFPS the telephone misuse/abuse along with the appropriate disciplinary action taken.

	<ol style="list-style-type: none"> 3. Each regional office, and YDC Manager/designee is responsible for notifying OFPS of their method of monthly monitoring on telephone usage. 4. Each DCS central office division, regional office, and YDC Manager/designee will systematically use various monitoring reports as listed below or other methods to monitor telephone usage. DCS OFPS Management <u>may</u> require the logging of all long distance calls and/or calling cards, if circumstances warrant. 5. Detailed reports that are available for monitoring through 3270, intra/internet or include, but are not limited to: <ol style="list-style-type: none"> a) Calls 20 Minutes or Longer – 2704: This is an alternative for management or use in evaluating telephone usage. This report identifies certain types of calls of over 20 minutes and also calls before 6am and after 6pm. d) Listing of All Phone Call Amounts – 2705: This report identifies by phone number the dollar amount of calls made each month. For further details on individuals, an individual’s monthly usage can be reviewed through a document direct report. e) Report of Billings in Excess of \$125 – 2707: This listing is by cell number and individual’s assigned the phone. 6. The DCS OIS Division of Telecommunications will assist regional or divisional staff in retrieving their reports for monitoring purposes. 7. Guidelines that may be considered for monitoring telecommunication bills can be reviewed on F & A Policy 17.
<p>E. Disciplinary action</p>	<ol style="list-style-type: none"> 1. Appropriate disciplinary action will be administered to employees responsible for telephone misuse/abuse. In determining the appropriate type of disciplinary action, management should consider whether the employee's usage is considered to be misuse or abuse. In addition, management should consider the following factors in determining disciplinary action: <ol style="list-style-type: none"> a) Recurring misuse/abuse; b) Dollar amount of incorrect or improper calls; c) Nature of calls; d) Employees intent or attempt to deceive or cover-up calls; and e) Amount of lost work time. 2. The Rules of the Department of Personnel <i>1120-10-.06 Examples of Disciplinary Offenses</i> identify the following causes which can be considered for disciplinary action: <ol style="list-style-type: none"> a) Inefficiency or incompetency in the performance of duties; b) Careless, negligent or improper use of State property or equipment; and c) Willful abuse or misappropriation of State funds, property or equipment. 3. Management will consult with the Division of Human Resources and proceed with disciplinary action in accordance with personnel rules and policies as applicable. Disciplinary actions will begin at the appropriate step that may include an oral warning, written warning, suspension without pay, transfer or

	<p>demotion, or dismissal.</p> <p>4. In addition, management will seek restitution for all improper calls or improper use of business telephones, devices and services. Employees who have previously received disciplinary action and subsequently continue to misuse/abuse telephone usage will receive the appropriate progressive level of disciplinary action.</p>
<p>F. Reimbursement</p>	<p>Employees subject to reimburse the State of Tennessee will follow the procedures outlined below:</p> <ol style="list-style-type: none"> 1. Write a check or purchase a money order for the amount owed (no cash will be accepted). Make check or money order payable to the <u>Department of Children's Services</u>; 2. Include a copy of the billing statement/report highlighting item for reimbursement or if the billing statement/report is not available, write on the check the telephone number and month for the reimbursement; 3. Include a work telephone number on the check or money order; and 4. Send/bring check or money order and/or billing statement/report to: <p style="text-align: center;"> Department of Children's Services Office of Finance and Program Support Attn: Receivables Section 7th Floor Cordell Hull Building Nashville, TN 37243-1290 </p>

<p>Forms:</p>	<p><u>Telecommunication Service Request (TSR)</u></p>
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<p>Collateral documents:</p>	<p><u>Acceptable Use Policy Access Rights and Obligations</u> <u>Department of Finance and Administration – Policy 17 Telecommunication Services</u> <u>State of Tennessee Comprehensive Travel Regulations- (Telecommunications Costs While on Travel Status – Pg. 9)</u></p>
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<p>Glossary:</p>	
<p>Term</p>	<p>Definition</p>
<p>3G Cards:</p>	<p>Technology cards that provide accelerated data speeds and simultaneous voice and data capabilities for an amazing wireless voice and data experience.</p>
<p>Digital Subscriber Lines (DSL):</p>	<p>A technology that significantly increases the digital capacity of ordinary telephone lines (the local loops) into the home or office. DSL speeds are based on the distance between the customer and the carrier.</p>