University Policy

I1.03.2
Telecommunications

Effective Date: 05/01/2014

POLICY STATEMENT

Northeastern Illinois University (the “University”) recognizes that the performance of certain job responsibilities requires the use of telephone equipment and services. This policy provides the University with procedures for appropriate use and funding for telecommunications equipment and services.

PURPOSE OF THE POLICY

The purpose of this policy is to establish parameters for the use and funding of telephone equipment and services.

WHO IS AFFECTED BY THIS POLICY

University faculty and staff.

DEFINITIONS

Local Call: Phone calls placed from any Northeastern campus telephone to one of the following local Area Codes: 224, 312, 331, 630, 708, 773, 872, and 847 (as of 8/01/2013).

Long Distance Call: Phone calls placed from any Northeastern campus telephone to a number outside the Local Calling area but within the United States.

Authorization Code: A University issued five digit code required to make a Long Distance Call.

Personal Calls: Phone calls placed or received on any Northeastern campus phone that are not for the purpose of conducting official University business.

REGULATIONS

Joint Committee on Administrative Rules, Title 44, Chapter I, Section 5030.130 Telephone Usage Policy

PROCEDURES

1. AUTHORIZATION CODES

1.1 AUTHORIZATION CODE ASSIGNMENT

The assignment of an individual Authorization Code allows an employee to make Long Distance Calls and facilitates the logging of those calls in an individual monthly authorization report. The person assigned the Authorization Code is responsible for calls placed using that code.
Full-time faculty and staff will be issued an Authorization Code for Long Distance Calls upon written request to the Telecommunications Office from their supervisor, chair, or department head.

Part-time or temporary faculty and staff, visiting lecturers, university sponsored guests or contractors must also obtain written permission from their chair, department head or University contact for assignment of a long distance Authorization Code.

**1.2 AUTHORIZATION CODE ACTIVITY REPORTS**

In order to ensure compliance with State regulations, all employees who have made Long Distance Calls using their Authorization Codes will receive a monthly report listing all calls charged to their code.

Employees must carefully review their report and circle all Personal Calls made within that month. The report must be signed by the user verifying that any calls not circled were for official university business. The users must also check “yes” or “no” in the appropriate location on the report indicating whether they will be submitting reimbursement to the University for Personal Calls. The report must then be forwarded to the fiscal agent and/or department manager for their review and signature.

Fiscal agents and department managers submitting their own usage reports must sign the “Signature” line and have their immediate supervisor (or supervisor designee) sign on the “Fiscal Agent or Department Manager” line.

If employees find that there are calls on their report that were not placed by them, the Telecommunications Office must be notified immediately. The Authorization Code will be cancelled and a new code will be issued.

In the event that a report is lost or misplaced, a copy can be obtained by calling the Telecommunications Office.

**1.3 REIMBURSEMENT OF PERSONAL CALLS CHARGED TO THE UNIVERSITY**

Employees are responsible for identifying calls that are not business related and reimbursing the University for those calls. For reimbursement, a check or money order for the total amount of call charges should be made payable to “Northeastern Illinois University” and submitted to the Telecommunications Office with the signed report within ten (10) working days of receiving the report.

If the Telecommunications Office does not receive the signed report within ten (10) working days, a “Late Notice” is sent informing users that they have five (5) working days to return the signed report. If the user fails to return the signed report within five working days of receipt of the “Late Notice”, the user's Authorization Code will be deactivated immediately.

**1.4 SEPARATED EMPLOYEES**

When employees separate from their employment with the University, their long distance Authorization Code will be deleted.

**1.5 DEACTIVATING/REACTIVATING AUTHORIZATION CODES**

When a user’s Authorization Code is deactivated for the first time, it will only be reactivated after submission of the outstanding authorization report, including all appropriate signatures and applicable reimbursements. After a second deactivation in any fiscal year, the Authorization Code will be reactivated only when the outstanding report(s) is submitted with a memo from the appropriate vice president requesting reactivation.
2. PERSONAL LONG DISTANCE CALLS

Personal Long Distance Calls are not permitted except in an emergency and full reimbursement for such calls is necessary.

3. PERSONAL LOCAL CALLS

The University provides telephones to conduct University business. Because employees spend a large part of their day at work, the University recognizes that some Personal Calls are unavoidable. University employees are urged to keep the number and length of personal Local Calls to a minimum.

4. THIRD NUMBER CALLS

Third number calls (a.k.a. third party billing) are billed to a telephone number other than the originating number or the number called. Third number calls billed to University telephones result in additional charges to the University and are therefore prohibited.

5. Collect Calls

Collect calls are not to be accepted, except in the case of an emergency where the health and safety of any member of the general public may be at risk.

6. Mobile Phones

Mobile (Cellular/Smart) phones are usually assigned to Deans, Directors and above who request them. Staff members who require cell phones to carry out their job duties must have their Dean, Director (or above) provide Telecommunications with a written request to have a cell phone assigned to them.

The Telecommunications Office orders the equipment, activates the phone service for each device, and establishes billing for the requesting department. Employees are sent a report of their monthly mobile phone bill itemizing their phone usage and are instructed to indicate which calls are personal and to submit reimbursement for those calls to the Telecommunications Office. All remaining business calls are charged to the individual department.

When employees separate their employment from the University, the individual department takes possession of the cell phone and returns it to the Telecommunications Office where telephone service is then canceled for the device. Returned phones are either re-issued to other departments requesting cell phones or returned to the vendor for an upgraded device or recycling credit.

7. Use of Equipment

The use of University communication facilities or equipment by individuals other than University personnel is prohibited.

HISTORY

Formerly Administrative Memorandum No. 73 – Authorization Codes, effective 8/15/1995

APPENDIX

Appendix Document 1. Sample Staff Long Distance Billing Report

Appendix Document 2. Sample Staff Mobile Phone Billing Report
Please direct questions or concerns about this policy to:

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone</th>
<th>E-Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Telecommunications</td>
<td>773-442-4300</td>
<td><a href="mailto:Telecommunications@neiu.edu">Telecommunications@neiu.edu</a></td>
</tr>
</tbody>
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The University reserves the right to modify or amend sections of this policy at any time at its sole discretion. This policy remains in effect until such time as the Responsible Officer calls for review. Requests for exception to any portion of this policy, but not to the policy statement, must be presented in writing to the Responsible Officer.