Northeastern Illinois University (the “University”) recognizes that the performance of many job responsibilities require the use of telecommunications 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 location 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 location 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 or mobile 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. **PERSONAL USAGE**

   It is the responsibility of each department to communicate this policy and their departmental telephone policy to their employees and to monitor any personal use for excessiveness.

2. **COLLECT CALLS**

   Collect calls are not to be accepted except in the case of an emergency where the health and safety of any person may be at risk.
3. **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. It is the responsibility of each department to establish and enforce departmental policy as it relates to excessive personal telephone calls.

4. **LONG DISTANCE CALLS AND AUTHORIZATION CODES**

Departments can request the assignment of an individual Authorization Code which enables an employee to make long distance calls. The employee assigned the Authorization Code is responsible for calls placed using that code and must not share their code with others. The department may request an Authorization Code via email to the Telecommunications Office.

Employees who have made long distance calls using an Authorization Code will receive a monthly report listing all calls charged to their code.

If an employee suspects calls erroneously placed on their Authorization Code activity report, they should immediately contact the Telecommunications Office to report potential abuse and misuse.

5. **MOBILE PHONES**

Mobile devices can be requested by departments for personnel who need them to carry out their job duties. The request can be made via email to the Telecommunications Office.

The Telecommunications Office will order the equipment, activate the phone service for each device, and establish billing for the requesting department. Employees assigned a mobile device will receive a monthly bill listing all calls made from that device.

The employee is responsible for reviewing their monthly bill and reimbursing the University for any personal calls made as outlined in section 6. **Personal Reimbursement**.

It is the responsibility of the employee to personally return any mobile device directly to the Telecommunications Office prior to separation of employment. The Telecommunications Office can provide a receipt for any returned equipment at the request of the department. If the employee is unable to return an assigned mobile device, it is the responsibility of the department to retrieve the device from their (former) employee, and to arrange for the delivery of the equipment to the Telecommunications.

6. **PERSONAL REIMBURSEMENT**

Upon receiving their monthly long distance report and/or mobile device bill, employees must review the reports and identify any personal calls. Employees are responsible for reimbursing the University for personal calls. All reimbursement payments must be made in-person at Northeastern Illinois University Cashier’s Office located in D-101A. It is advisable that the employee keep a copy of the payment receipt. The Telecommunications department cannot accept any reimbursement payments.

7. **EMPLOYEE ADDITIONS, RELOCATIONS AND SEPARATIONS**

Departments are responsible for notifying the Telecommunications Office when a department hires, relocates, or terminates an employee. The department may notify the Telecommunications Office via e-mail. In the event of a termination, Telecommunications will deactivate any Authorization Code assigned to the employee.

8. **LOST, STOLEN OR DAMAGED EQUIPMENT**

It is the employee’s responsibility to report lost or stolen mobile devices or other equipment to:

- Telecommunications Office by phone at 773-442-4300; and
- University Police at 773-442-4100

Damaged equipment must be reported to the Telecommunications Office at 773-442-4300
HISTORY

02/15/2017 Revised due to new billing procedure

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

RELATED POLICIES AND OTHER INFORMATIONAL MATERIAL

Acceptable Use of Information Technology Resources

CONTACT INFORMATION

Please direct questions or concerns about this policy to:

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone</th>
<th>E-Mail</th>
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</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>
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DISCLAIMER

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.