



TELEPHONE FACILITIES INCLUDING BOARD MOBILE PHONES

Title	Telephone Facilities including the use of Board Mobile Phones
Who should use this	All Staff
Author	SAC/Adapted by AVJB
Approved by Management Team	20 February 2018
Approved by Joint Board	
Reviewer	Office Manager
Review Date	October 2024

Review History

REVIEW NO.	DETAILS	RELEASE DATE
1	Minor Amendments – updated to reflect authorisation changes to Appendix 1	MARCH 2015
2	MINOR AMENDMENTS TO NUMBERING	FEBRUARY 2018
3	NO AMENDMENTS	OCTOBER 2021
4		
5		

Contents	Page Number
1. Policy	2
2. Aims	2
3. Acceptable Business and Personal Use	2
4. Personal Use	3
5. Unacceptable Use	4
6. Monitoring	4
7. Misuse of Facilities	5
Appendix 1.....	6

1. Policy

- 1.1 This policy forms part of a range of policies and procedures relating to the use of the Board's communication systems and is intended to clarify what constitutes permissible use.

2. Aims

- 2.1 This Policy is intended to:
- (a) remind employees of their obligations in relation to the protection of public funds;
 - (b) ensure that employees are aware of acceptable and unacceptable use of the Board's telephone facilities therefore protecting both the Board and its employees against inappropriate use;
 - (c) advise users of how unavoidable personal use of the Board's telephone facilities may be approved and if appropriate, paid for;
 - (d) advise users of the Board's telephone facilities about the monitoring arrangements that exist;
 - (e) advise employees of action which may be taken if this policy is not adhered to.

Operational Guide

3. Acceptable Business and Personal Use

3.1 Acceptable business use is as follows:

- 3.1.1. Any business use deemed reasonable in support of Board business and to enable employees to effectively carry out the duties of their post. This includes national calls and calls to international or premium rate numbers where this is a requirement of the post. In this case the authorisation form attached (Appendix 1) should be completed for either individual or groups of employees.
- 3.1.2 Calls under any Trades Union Agreement allowing the use of Board facilities including telephones to undertake Trade Union business and to allow employees to contact their local Trade Union.
- 3.1.3 Business calls to mobile phone networks. These calls should be kept to a minimum as they will be charged at a higher rate.

4. Personal Use

- 4.1 It is recognised that, in certain circumstances, where an employee does not have ready access to alternative telephone facilities, it may be necessary for employees to make use of the Board's telephone facilities including Board mobile phones for reasons unrelated to their duties within the Board.
- 4.2 **In making use of Board telephone facilities both landline and mobile phones, employees are expected to act responsibly, keeping costs to a minimum.** A general guide to what is considered to fall within the scope of acceptable personal use would be:
- 4.2.1 Domestic emergency situations to make short 'local calls' (calls within a 30 mile radius) to check on a relative or dependant who is ill; to notify others of overtime arrangements; to return a call, that may be important, from a relative or dependant.
- 4.2.2 Local personal calls, for example to a bank, or to arrange appointments, only where the organisation being contacted does not offer access outwith the normal business day. Personal calls of this nature should be made within the user's own time, such as during recognised breaks.
- 4.2.3 Where a Board mobile phone has been allocated to an individual employee for business use, any additional cost of any personal calls made from the Boards phone must be refunded to the board. There is no charge to the employee for line rental.
- 4.2.4 Short 'non-urgent' calls can be received providing they do not interfere adversely with work requirements.
- 4.2.5 'Non-local' personal calls and calls to mobile networks are charged at a higher rate and should only be made in exceptional circumstances and with the permission of the employee's manager.
- 4.2.6 To ensure minimum disruption to work, personal calls, including text messaging, should be made during recognised break times.
- 4.2.7 Where it is not possible for personal calls to be made within the user's own time, users should endeavour to ensure that disruption to their work, and the work of others, is kept to an absolute minimum.
- 4.2.8 If **unavoidable** personal usage is likely to exceed the above guide, specific permission must be given by the employee's manager.

5. Unacceptable Use

- 5.1 It is unacceptable for an employee to use the Board's telephone facilities to:
- 5.1.1 conduct any commercial business other than approved Board Business;
 - 5.1.2 conduct any unauthorised activity, for example, using a Board telephone number as a contact point in personal advertisements;
 - 5.1.3 use Board Mobile phones for personal calls other than in the circumstances outlined in paragraph 3.
- 5.2 Employees are prohibited from making or charging long-distance or premium rate telephone calls to the Board, ***other than for work-related reasons***.
- 5.2.1 This includes international calls. Calls which are charged at the national rate (calls out-with a 30 mile radius) for example a call between Ayr and Girvan is classed as a national call.
 - 5.2.2 Employees should refer to the telephone directory for further information on national call charges.
 - 5.2.3 Premium rate calls such as, telephone numbers beginning with 090 for example, competition lines, racing lines, chat rooms etc.
- 5.3 In general, telephone extensions will be barred from making international and premium rate calls except where employees are required to make calls to these numbers as part of their day to day duties as in paragraph 3.1.1.
- 5.4 If required, clarification of any of the above acceptable and unacceptable uses should be sought from the Board's Personnel Representatives.
- 5.5. It is unacceptable to use Board I.T. equipment to charge a personal mobile phone. Charging a personal mobile phone in this way involves connecting that phone, which may not be completely secure, to South Ayrshire Council's network.

6. Monitoring

- 6.1 The Board has systems in place to monitor the use of telephone facilities.
- 6.2 A detailed analysis of calls will be available to the Assessor listing numbers dialled, duration, times and costs of calls from telephone extensions. They will ensure appropriate monitoring is arranged.

6.3 Board mobile phone business lines will be audited on a regular basis.

7. Misuse of Facilities

7.1 Where there is a breach of this Policy and its scope, including private use, which is deemed excessive, the Board shall take appropriate action which may lead to disciplinary action, including the reimbursement of the cost of calls to the Board.

**Board Telephone Facilities
Authorisation Form for International or
Premium Rate Calls**

USE THIS FORM TO REQUEST AND AUTHORISE ACCESS

REQUEST DETAILS

NAME	
SECTION	
PHONE NUMBER(S)	

JUSTIFICATION FOR ACCESS TO INTERNATIONAL OR PREMIUM RATE TELEPHONE SERVICES	
---	--

ESTIMATED FREQUENCY OF USE	
---------------------------------------	--

ANY OTHER COMMENTS	
---------------------------	--

AUTHORISATION BY ASSESSOR

DECISION	<input type="checkbox"/> GRANTED (PASS TO H. MC CORMICK) <input type="checkbox"/> REFUSED (RETURN TO INDIVIDUAL)
REASON	
AUTHORISOR	HELEN D.M. MCPHEE, ASSESSOR & ERO
SIGNATURE	
DATE	