



## Georgia Department of Community Health

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| <b>Control of Telephone Use and Expenditures</b> | <b>Policy No. 420</b>                   |
| <b>Effective Date:</b> April 1, 2000             | <b>Page</b> <u>1</u> <b>of</b> <u>4</u> |

- References:**
1. 1980 Appropriations Act; 1980 Laws Pages 298 and 1996
  2. Office of Planning and Budget Policy Memorandum No. 4, Revision # 7.

### **I. Purpose**

The purpose of this policy is to provide guidelines for the control of telephone use and expenditures. The 1980 Georgia General Assembly, through wording in the Supplemental and General Appropriations Acts (Act 719 and 1420), expressed its intent for state agencies to control telecommunications costs with the following statement:

“It is the further intent of this General Assembly that each state agency implement procedures to control usage of long distance, GIST, and credit card telephone calls in order to mitigate the State’s cost therefor.”

### **II. Scope**

These policies and procedures are applicable to all employees of the Department of Community Health and attached agencies.

### **III. Policy**

- A. Telephones installed in departmental offices are to be used by employees in order to effectively conduct state business. All personal calls are to be held to a minimum. In order to control the rising costs of the Department’s telecommunication’s cost, the Support Services Unit of DCH will review the Department’s telecommunication bill for any extraordinary or unusual usage and cost. If such activity is identified, the employee assigned to the phone line will be contacted in order to obtain an explanation. DCH employees are expected to assist Support Services in the review of any unusual or extraordinary telecommunication charges.
- B. If it is determined that an employee has used State telephones for personal long distance calls, the employee will be required to reimburse the Department. Any future unauthorized use of State telephones will require reimbursement to the Department and may result in disciplinary action up to and including termination.



#### IV. Procedures

##### A. Types of Long Distance Calls

1. Direct Dialing Commercial – 9 + 1 (Prohibited)
2. Operator Assisted Commercial – Dial 9 + 0
3. Credit Card
4. GIST Direct Dial – Dial 8 + Area Code + Number
5. GIST to Commercial Direct Dial – Dial 8 + Area Code + Number
6. Toll Free – Dial 9 + 1 + Toll Free Number

##### B. Telephone Credit Card

Telephone Credit Cards are available to employees for conducting official State business only. To obtain a card, a written request is required and shall be approved by the Division, Office or Board Director and submitted to the Office of Support Services. The following information is required:

1. Employee's name to whom the card will be issued.
2. Name of operating unit.
3. Organization number to which charges are to be billed.

Telephone Credit Cards are to be used only when an employee is away from his or her office and at locations that do not have state telephones with GIST access.

##### C. Use of GIST Lines for Long Distance

DCH employees are required to make all long distance telephone calls on GIST lines when such lines are available. The GIST lines are to be used for official State business only.

##### D. Monitoring Long Distance and Credit Card Telephone Calls

The Office of Support Services shall monitor charges for long distance and credit card calls to ensure that charges for long distance and credit card calls are business related. All GIST and non-GIST long distance calls are invoiced each month with DOAS telephone bill. OSS will perform a random sample quarterly of all calls listed on the telephone invoice.

##### E. Personal Long Distance Calls

Employees are allowed to make only job-related long distance calls. Personal calls resulting in charges to the State are prohibited. The only exception shall be for emergency personal calls. If it becomes necessary for an employee to make a long



distance emergency call, which will result in charges to the State, the employee, shall immediately report the call to the appropriate manager. The manager shall report the call to the Office of Support Services giving the name of the employee, telephone number the call was placed from, telephone number call was placed to and date call was made. The employee will reimburse the State for the cost of the call. If an employee is found to have abused the policy, the employee will be required to reimburse the State and disciplinary action may be taken against the employee up to and including termination from employment.

**F. Personal, Third Party, "900" and "976" Long Distance Calls**

DCH employees are prohibited from making third party calls (calls made from a non-state telephone), "900" and "976" long distance telephone calls and charging them to the State. Employees are allowed to make only job-related long distance GIST Network, "900" and "976" telephone calls.

**G. Use of Cellular Telephones**

1. Employees are allowed to make only job-related calls. Personal calls except in emergencies are prohibited. If it becomes necessary for an employee to make an emergency call, the employee shall immediately report the call to the Director of the Office of Support Services (OSS) providing the cellular phone number, date, time and number called. If it is identified by the Office of Support Services that unreimbursed personal calls were made and not reported, DCH will collect the cost of such calls immediately and may take appropriate disciplinary action against the employee.

2. Issuing and Returning Cellular Telephones

Cellular telephones will be issued and maintained by the Office of Support Services. Cellular telephones will be issued on a first come, first serve basis. Employees requesting the use of a cellular telephone must complete the Request for Cellular Telephone Form (See Attachment #1). Cellular telephones are to be returned immediately upon completing assignments, meetings, etc. requiring them.

3. Lost or Damaged Telephones

If a telephone is lost or damaged, the employee must report it to OSS verbally immediately, and with a written statement within 1 to 2 working days outlining details of loss or damages.



**H. Telephone Work Order Request**

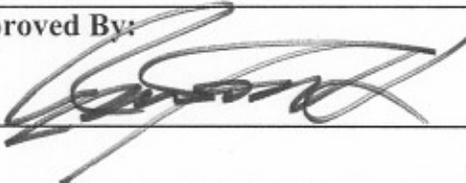
1. Any DCH Division, Office, or Board requiring telephone service (new, additions, or changes) will submit a memo to the OSS Director. The request must be approved by the Division, Office or Board Director. After approval, forward the request to the OSS Director's office. OSS will prepare detailed instructions and submit to the Budget Office for approval. Once approval is received, request will be submitted to the Department of Administrative Services, Telecommunications Division.
2. Service will usually be performed within two to four weeks depending upon the complexity of the work required. Units requesting service should submit the request as far in advance as possible of the time service is required.

**I. Training**

Each Division, Office or Board will instruct new employees on general office telephone use. OSS will provide or arrange for training for employees when a new system is installed.

**ATTACHEMENT:**

1. Cellular Phone Form

|   |                 |
|---|-----------------|
| Approved By:<br> | Date:<br>4-3-00 |
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Department of Community Health

**CELLULAR PHONE FORM**

NAME: \_\_\_\_\_

DIVISION: \_\_\_\_\_

SECTION: \_\_\_\_\_

WORK PHONE NUMBER: \_\_\_\_\_

CELLULAR PHONE NUMBER: \_\_\_\_\_

SERIAL NUMBER: \_\_\_\_\_

MODEL NUMBER: \_\_\_\_\_

CHECKED OUT: TIME \_\_\_\_\_ DATE \_\_\_\_\_

RETURN: TIME \_\_\_\_\_ DATE \_\_\_\_\_

BELOW EXPLAIN ANY PROBLEMS OR DAMAGES:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE ACTUALLY RETURNED: \_\_\_\_\_