

Procedure 9.0309

Telephone-Land and Cellular Procedure

Land Service

Procedures

College telephones are provided for internal and external business communications in support of educational objectives of the College.

Local (all areas in Beaufort County) dial “9” and then the phone number

Long Distance – Dial “8”, area code, and phone number.

Personal Calls

No personal calls are allowed outside of the Beaufort County area. Please be reminded that personal calls including internal personal calls should be kept to a minimum. In addition to affecting employee productivity, personal calls affect the availability of our phone lines for business calls. Be aware that our telephone system software provides a record of all incoming and outgoing calls and the charges for every extension. The College reserves the right to monitor calls.

Directory Assistance

For the convenience of faculty and staff, the receptionist has several current long distance telephone directories. If a telephone number is needed, call the Switchboard Operator. The receptionist will check the directories for the needed information. Users are also encouraged to use an Internet search to obtain the desired telephone number. This will minimize the need for directory assistance calls, which increases telephone charges incurred by the College.

Voice Mail

All college telephones are equipped with a voice mailbox and automated answering system. If a voice message is left concerning college business, it is that employee's responsibility to return the call as soon as possible. The policy of minimizing personal calls as described in the previous section applies to the use of voice mail as well. The voice mail system has a finite amount of storage able to hold calls. Users are responsible for managing the storage of their calls in the voice mail system and deleting un-needed voice mails. The College reserves the right to clear any stored voice mails to restore free storage space in the voice mail system.

Procedure

Cellular Service

Cellular telephone and cellular service are provided to certain College employees because of their work responsibilities. Cellular telephones are provided for conducting official college business. Personal calls should be kept to a minimum. Each month, employees with assigned cellular phones are required to highlight personal calls on the cellular phone statement and are required to reimburse the College for any additional charges resulting from personal calls.

References

Legal References: *Enter legal references here*

SACSCOC References: *Enter SACSCOC references here*

Cross References: [Information Technology Policy](#)

History

Senior Staff Review/Approval Dates: 11/6/13

Board of Trustees Review/Approval Dates: *Enter date(s) here*

Implementation Dates: *Enter date(s) here*