

PURPOSE: TO DEFINE THE RESPONSIBILITY OF TELEPHONE AND VOICEMAIL USAGE, AND TO ASSIST WITH HOW TO USE THE SYSTEM.

A. TELEPHONES AND VOICEMAIL

Telephone and voicemail are University assets and critical components of our communication system. The voicemail system is provided by the university for faculty and staff to facilitate the performance of university work and the contents are the property of the university. Although the university does not make a practice of monitoring the system, the university reserves the right to retrieve the content for legitimate reasons, such as to find lost messages, to comply with investigations of wrongful acts or to recover from system failure.

1. Using the telephone and voicemail system:

- a. To reach an outside line: Dial "8", followed by the area code and 7-digit telephone number. If a call is being made to another office on campus, dialing only the extension is necessary (the last four digits of the employee's phone number).
- b. To reset the office telephone: Should the pass code or display settings need to be reset a request via the electronic work order system will need to be submitted to <http://s3.parature.com/ics/support/default.asp?deptID=5307>.
- c. Forwarding the telephone to a co-worker: Forwarding the office telephone is recommended the employee is going to be away from the office for an extended period of time. The employee is responsible for notifying the co-worker that the phone has been forwarded. From the office telephone press the * key and 7 key (*7) the line will beep. The last four digits of the number where the phone is being forwarded will need to be entered. To cancel forwarding, press #7.
- d. Using the voicemail system: Dial 4444. A 4-digit pass code will be entered. The employee will follow the prompts to continue setting up their voicemail box. Should employees experience difficulties, the Helpdesk can assist at x4774.
- e. Employees and authorized users are responsible to maintain the security of their voicemail and their password. Unauthorized entry into an individual's mailbox poses system security issues for other users.

2. Faculty & Staff Directory:

When transferring a caller, refer to the University phone directory; (rather than using the switchboard). Additionally, give the number to the caller, as well as transferring the call. Copies of the University Phone Directory are available in the Office of Human Resources.

3. Personal calls:

- a. Personal calls should be held at a minimum during work hours. Any personal long distance calls made on a university phone are to be paid to the Accounting Office, via the monthly statement for each phone line.

- b. University cellular phones: Cell phones may be provided to employees to improve customer service, enhance business efficiency, and provide safety and/or security while on required business travel. The phones are not a personal benefit and shall not be a primary mode of communication, unless they are the most cost-effective means to conduct Brenau University business. More than minimal personal use of a University-provided cellular phone without written authorization by the employee's supervisor is not allowed. When personal calls/minutes cause the monthly plan minutes to be exceeded, the employee will reimburse the University. Additionally, all long distance and roaming charges incurred for personal calls, even if under the plan limit, must be reimbursed to the University. All reimbursements are to be made within 30 days of receipt and reconciliation of the monthly statement. In no instance will the employee be reimbursed more than the monthly cost to the employee. Employees violating any provision of this policy may be subject to disciplinary action.
 - c. Personal cellular phones: Brenau employees may carry personal cellular phones with them while on university time or while operating university equipment, but excessive use of personal cellular phones in any capacity for personal business during duty hours is not allowed.
 - d. Certain designated employees are responsible for operating Brenau-owned vehicles and potentially hazardous equipment in a safe and prudent manner, and therefore, employees should refrain from using cellular phones in any capacity while operating such vehicles.
4. Reimbursement for university phone calls on personal phones: (For those employees who will be reimbursed for university or work related telephone calls on their personal phone) Employees must submit a copy of the entire monthly bill to the Accounts Payable Office with the work related calls highlighted. The employee will only be reimbursed for those calls made for university business.

B. FAX:

To reach an outside line: Dial "8", followed by the area code and 7-digit telephone number. If a fax is being sent to another office on campus, dialing only the extension is necessary (the last four digits of the employee's phone number).