

TELECOMMUNICATIONS GUIDELINES

USE OF TELEPHONES & MOBILES

1. This guide covers the use of all telephones and mobile telephones in the work environment.
2. It is intended to ensure a safe and productive working place that utilises the equipment provided to its best use.
3. **Areas Covered**
 - Answering the telephone
 - Personal Calls
 - Use of Mobile Phones
 - Call Monitoring
 - Reporting damage or loss of equipment
 - Keeping equipment safe
 - Calls barred
 - Use of directory enquiries
 - Internal Telephone Numbers
 - Use of Diverts (full, no answer & busy)
 - Use of Call Groups
 - Use of Pickup Groups
3. This guide should be read in conjunction with the Guidance notes on Safe use of Mobile Phones (issued Dec 1999).
4. **Answering the Telephone**
 - 4.1 Since September 1999 all telephones within the Civic Offices have a DDI (Direct Dial In) facility, it is therefore vital that when answering the phone you should be conscious of the fact that you may be speaking to a member of the public.
 - 4.2 Greetings given out when answering the telephone can vary from department to department based on the type of call they expect to receive, however as a minimum, you should always give your department or name to a caller. If you are unsure of the style of greeting you should use consult with your line manager.
5. **Personal Calls**
 - 5.1 Personal Calls are not permitted other than with the express permission of your line manager.

5.2 The following types of call are those for which line managers would normally expect to grant permission.

- Calls to partners to advise them of you working late or where working arrangements impact upon your domestic arrangements.
- Calls to doctors, dentists, hospitals concerning medical appointments for you or dependants.

These calls should be kept to the minimum duration possible.

5.3 Examples of calls that would not normally receive permission

- Calls to allow you to transact personal business, paying bills, buying goods and services.
- Calls to friends or family members for trivial reasons (even if these are during lunch breaks).
- Calls to and from mobile phones (on cost grounds).

5.4 Authorised personal calls need only be paid for if call costs exceed £1 in any one month, in which case payment should be made to the Cash Office. Payments under £1 are not efficient for the Council to process and can be disregarded. Your Divisional Manager receives a monthly print-out of all calls – if you believe that a payment is due you should contact your Divisional Manager.

6. USE OF PERSONAL MOBILE PHONES

6.1 Personal mobile phones (those not issued by the Council) should be turned off at all times when on duty at your place of work. Such units may only be used with express permission from your line manager in particular cases (for instance the well being of your immediate family and again should be kept to minimum duration whilst on duty).

7. CALL MONITORING

7.1 IT & Customer Services maintain logs of all calls made for each telephone at the Civic Offices and all mobile telephones. Monthly summaries of calls made and costs are given to divisional managers, with detailed reports available on request. This is to ascertain compliance with Council Procedures, and enable investigation or detection of unauthorised use of the system. It is also to ensure effective operation of the system, and detect or prevent crime, and issues relating to the security of council information.

7.2 Employees found to be misusing the system will be considered for misconduct in accordance with the Council's Disciplinary Rules and Procedures and Employee Code of Conduct. Serious misuse of the system may be considered to be Gross Misconduct.

8. REPORTING DAMAGED OR LOST/STOLEN EQUIPMENT

- 8.1 Any equipment that is damaged should be reported to the IT Helpdesk on 595705 (5705 internally).
- 8.2 If equipment is believed lost or stolen (particularly mobile phone equipment), the following action should be taken.
1. Inform your line manager, giving details of the type of equipment the date, time of the discovery of the loss with any other circumstances of which you are aware, such as the location, date and time the unit was last seen.
 2. If the equipment's loss is discovered during working hours (8am to 6pm Mon to Fri) then call the IT helpdesk (595705) and report the loss and circumstances as above. IT Services will then ensure in the case of a mobile phone that the unit is disconnected by the operator to prevent any fraudulent use.
 3. If the equipment's loss is discovered out of office hours then in the case of Orange Mobile phones please call 0973 100 150 and follow the options for reporting a lost or stolen unit. The procedure outlined in points 2 & 3 should then still be followed.
 4. If there is evidence that a mobile phone has been stolen then this should be reported to the IT & Customer Services Manager, who will then report the matter to the Police.

9. KEEPING EQUIPMENT SAFE -

- 9.1 Mobile phones in particular are an attractive commodity for thieves. Units should not be left unattended on public display, this is particularly the case for units left in cars / vans.
- 9.2 Units left on charge overnight should be left in secure offices and where these units are used by several people appropriate booking out arrangements made and monitored.

10. CALL BARRING

- 10.1 All premium rate numbers are barred from the Council's telephones as are International calls to all but a small number of telephones specially selected for the purpose. Consult IT Services if you need to send a fax or make a call to an international number.

11. USE OF DIRECTORY ENQUIRIES

- 11.1 This Council actively discourages ringing 192 to obtain directory enquiries, although it is accepted that in some circumstances this may be necessary.
- 11.2 Individual calls to this service cost a minimum of 40p and all enquiries should be directed to Reception (dial 0).

- 11.3 Reception have access to a BT supplied phone database for telephone numbers across the UK.

12. INTERNAL TELEPHONE NUMBERS

- 12.1 It is possible to obtain telephone numbers for people working within the Civic Offices and Depot from one of two sources.

- The online telephone directory is available in Public Folders under Contact Information / Internal Information and has a variety of views available (including Telephone Directory, which is split by Department / Division).
- Use of the e-mail address book also gives a fast search facility for those with Outlook.

If you require assistance with either of these facilities or wish to correct an error, then please contact the IT helpdesk on ex 5705.

13. USE OF DIVERTS

- 13.1 Three types of divert are possible.

- Use of *70 followed by another ext. number will divert all calls and override any other divert instructions (use #70 to remove). In the event a *70 is used please note that only the ext. number to which the calls are diverted may call your number.
- Use of *76 followed by another ext. number will divert all calls whenever your ext. is busy with a call (use #76 to remove).
- Use of *77 followed by another ext. number will divert all calls whenever your ext. is not answered for 4 rings (use #77 to remove).
- It is often best to use the *76 and *77 functions in combination.

- 13.2 Care should be taken when diverting phones, if the phone you divert to is already diverted to yours, you will generate a "black hole" into which calls for both numbers will disappear!

14. USE OF CALL GROUPS

- 14.1 Within the main phone system it is possible to setup UCD (Uniform Call Distribution) groups. This allows a number of people in a work group to have a single number that members of the public call and the system then chooses the next telephone to ring in the group.

- 14.2 Unlike hunt groups where the calls follow a fixed pattern this system relies on people within the group being “logged in”. In the event that all the phones in the group are “logged out” or busy the caller gets an engaged tone.
- 14.3 It is most important that staff within a call group log in when they are available and log out when they are not.

15. USE OF PICKUP GROUPS

- 15.1 Pickup groups are encouraged wherever several telephones are within “ear-shot” of one another. Being part of a pickup group allows others to answer your calls and you to pickup their calls by pressing *78 when you hear their phone ringing. If you wish to pickup a specific phone ringing then dial #78 followed by the ext. number that is ringing.
- 15.2 Please contact the IT helpdesk to advise of any changes to pickup groups (following office moves) or if you require any additional numbers setting up.

DEPARTMENTAL IT CONTACTS

Department		Telephone
Audit	Chief Auditor	(59)5706
IT Services	E-Govt & IT Strategy Manager	(59)5889
Legal Services	Legal & Democratic Services Manager	(59)5831
Personnel Services	Personnel Officer	(59)5879
Union	Unison Representative	(59)5871