

**University of Fort Hare**  
*Telephone Usage Policy*



University of Fort Hare  
Together in Excellence

<b>Policy number</b>	<b>ICT008</b>			
<b>Policy Version Number</b>	Version 1.1			
<b>Policy originator / owner</b>	Information, Communications and Technology			
	<b>Date</b>	<b>Minute ref</b>	<b>Name</b>	<b>Signature</b>
<b>Approved by EMT</b>			M. Tom	
<b>Approved by Senate</b>			M. Tom	
<b>Approved by JBF</b>				
<b>Approved by Council</b>			M. Tom	
<b>Next review date</b>	June 2021			

**OBJECTIVE**

To provide a policy with regard to the use of worldwide land based communication devices, in order to enhance effectiveness as well as limit abuse.

**SCOPE**

This policy encompasses all business conducted by staff members on behalf of UFH by means of telephonic devices, involving the integration and use of technology and infrastructure to ensure efficiency and effectiveness.

**1. TELEPHONE USE**

**1.1 Management**

- 1.1.1 Security codes will be issued to each staff member to ensure that only authorised users may access services allocated to them.  
The security codes issued will function across all campuses.

- 1.1.2 Line managers / Heads of Department are responsible for reviewing telephone usage and taking the necessary action in the event of abuse. Line managers / Heads of department must supply the call centre with the budget per line per annum based on the approved budget.
- 1.1.3 Monthly usage reports will be sent to Line managers/Heads of Department who must review all calls made and submit their reports to the Human Resources section who will ensure all monies owing for private calls are recovered from the staff member's salary. (All private calls not approved by the line manager / HOD will be deducted in the following month from the staff member's salary).

## 1.2 Users Responsibility

- 1.2.1 Users must, at all times, respect that the telephone facility is a business tool and is meant for University business purposes only, unless otherwise specified or allowed.
- 1.2.2 Users must at all times lock their phones to prevent any possible misuse.
- 1.2.3 Security codes may not be divulged to other persons.
- 1.2.4 Personal use must not interfere with normal business activities, must not involve solicitation or promotion of any kind and must not be associated with any activity not forming part of the user's contractual obligations.
- 1.2.5 Staff must endeavour to limit all private calls to tea and lunch breaks.

## 1.3 Documentation flow

- 1.3.1 Faculty/Department - receives summarized monthly telephone printouts of usage per staff member.
- 1.3.2 Each staff member must identify his/her private calls for the month.
- 1.3.3 The Administrator will advise the HR office and users of all private calls made for recovery from the staff member's salary after the review and the users approval by signature.

## 1.4 Control Procedures

- 1.4.1 Each and every Faculty/Department is responsible for ensuring that all private calls are paid for timeously.
- 1.4.2 Audits may be done on a regular basis by Internal Audit.

## 1.5 Maintenance Procedure

1.5.1 All faulty extensions should be reported immediately by send an email to [ictservicemanager@ufh.ac.za](mailto:ictservicemanager@ufh.ac.za) .

1.5.2 Incidents will be escalated if required to Nashua Communications by the ICT Service Desk.

1.5.3 To report a fault to the service desk, the following must be known

- Extension number
- Nature of fault
- Location of telephone
- Department and Cost Centre details
- Name of person reporting the fault
- Will the office be open or from whom will the key be obtained?

1.6 Accountability

1.6.1 Contravention of this policy could result in disciplinary action taken against the staff member concerned.

Approved on behalf of Council: \_\_\_\_\_



**Vice Chancellor: Dr. Mvuyo Tom**