Office Telephones

FT_IT_UT_55

Responsible Officer
Rick Snider
Responsible Office
IT
Approving Body
Board of Trustees
Approval Date
2019-01
Last Revision
2018-12
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2021
Departmental Impact
IT

Policy Statement

This policy describes the assignment, use and management of desk and cellular telephones by employees of CU. The university provides for the use of desk telephones by employees and cellular telephones for those individuals whose duties and responsibilities require immediate or remote communications capabilities.

Policy Procedures

It is the policy of CU that university telephones are to be used for business purposes only. Employees are expected to exercise reasonable discretion in using university desk and cellular phones for personal use. Excessive incoming or outgoing personal calls during the workday can interfere with employee productivity and be distracting to others. Employees should make personal calls during non-work times and ensure that friends and family members are aware of the university's policy. On occasion, it is understood that personal calls will be made or received during work hours. These should be kept to a minimum in terms of number of calls as well as duration of calls. Flexibility will be provided in circumstances demanding immediate attention so long as the employee discusses it with supervisory staff in advance.

Employees who receive a university-owned cellular phone are not limited to occasional personal use. They are, however, expected to exercise discretion in making personal calls during the work day. Individuals to whom cellular telephones are assigned are responsible for the security and maintenance of the cellular phone and must promptly report any damage or theft to their appropriate supervisor or the CIO.

University personnel should set-up voicemail on their office phones. Desk phone voicemail messages are automatically forwarded to the employee's email, and should be reviewed and acted upon promptly.

Hyperlinks

1. MITEL User Guide
2. Quick Reference Guide