I. PURPOSE

Establish guidelines to protect the College, its telephony resources, and employees from liability, harassment, and business interruptions due to inappropriate telephone usage.

II. SCOPE

This document applies to all users, using property owned or operated by CTC, that have been granted use of Central Texas College's telephony resources for use at work, home, or while traveling. Users include, but are not limited to, students, faculty, staff, vendors, and guests of the College.

III. USE AGREEMENT

Telephony resources are to be used only for the College-related activities for which they are assigned. These resources include all business telephone conversations and voicemail messages on CTC equipment. CTC reserves the right to limit, restrict, or extend telephony privileges and access to its telephony resources. Administrative units within the College may define additional procedures and conditions for use of telephony resources under their control so long as they are consistent with this policy statement.

IV. GUIDELINES

A. General

1. The Campus telephone system provides service for conducting Central Texas College business. Use of the telephone system is restricted for CTC business communications.

2. Deans, division, and departmental directors are responsible for checking their monthly departmental telephone statement for personal calls. Employees making long distance personal calls from the College must reimburse the College for the cost of their calls.

3. Third-party calls may not be charged to a CTC telephone number nor will collect calls be accepted by CTC.

4. Calls to 900, 976, or any other "pay" numbers are prohibited.

5. The CTC 800 numbers to CTC are for business purposes only. Do not use the 800 numbers to receive personal calls. Employees who use CTC 800 numbers to receive personal calls will be subject to disciplinary action.

6. After-hours calls are routed to voicemail if the extension has voicemail enabled. Calls to the main number are answered by the auto attendant system which notifies the caller that the Campus is closed but offers the caller options to transfer to another site or to a person's voicemail box.

B. Voicemail/Message Boxes

1. Voicemail should not be used as a substitute for staff coverage. It should only be used as a backup when staff is unavailable.

2. Return phone messages within 1 business day.

3. Voicemail boxes recordings should include:

   a. Person's name and title.
   b. Department name.
   c. A brief message stating you are unavailable and asking the caller to leave a message including a name and telephone number.

4. Alternate voicemail recordings should be used when you are expected to be out of the office for a day or more because of travel or vacation. Your message should include:

   a. Length of absence.
   b. Alternate point of contact (if applicable).
   c. Whether you will retrieve and respond to messages during your absence,

5. Automated message boxes must be approved by the Chancellor and submitted to the Director of Information Technology Customer Service in writing. Once approved, the Director of Information Technology Customer Service will contact the department to obtain the necessary information to create the message box.

C. Etiquette

1. Create a favorable impression by adhering to the following guidelines:

   a. Be tactful, courteous, and polite.
   b. Answer each call quickly, courteously, professionally, and with a helpful attitude within two rings.
   c. Identify yourself and the department.
   d. Speak clearly.
   e. Listen carefully.
   f. If you need to leave the line to obtain information, give the caller the option of waiting or being called back. If the caller waits, give progress reports every 30-45 seconds. When you return to the line, thank the caller for waiting.
   g. Keep in mind that every time you make or receive a call at work, you are representing yourself, your department, and the College.

2. When transferring a call to another extension, the employee should:

   a. Notify the caller that you will transfer them to another extension.
   b. Give the caller the extension, the person's name or the department to which they are being transferred.
   c. Stay on the line with the caller until the appropriate party is reached.

d. Notify the receiver that you are transferring a call and give them any information you have available.

3. When leaving messages, be sure to include your name, the company name, and your full telephone number, i.e. 254-526-xxxx.

V. CONSEQUENCES OF MISUE

A. Abusive calls, inappropriate use of the telephone system such as personal long-distance calls, and damaging telephone equipment will result in disciplinary action.

B. Any employee found to have violated this policy will be subject to disciplinary action in accordance with the Human Resources Management Operating Policies and Procedures Manual. Additionally, the Telephone Technician has the authority, when directed by the Information Technology Director of Customer Service, to work with the police in obtaining information concerning malicious or threatening calls. The on-campus location and phone number of calls placed may be provided as part of the investigation.