**Fixed Line Telephones Acquisition and Usage Policy**

Telephones are an important communications tool. As such they should be used in an efficient, lawful, safe and ethical manner. UCC staff are accountable for appropriate use of their UCC communication devices and should abide by this Fixed Line Telephones Policy.

**Application for Fixed Line Telephone**

* A UMTS member/Head of Unit must approve the requisition of all fixed line telephones.
* See application form.

**Usage**

* All users must abide by the terms in this Phone Policy.
* UCC Phones are not to be used for individual "business" or private matters related to personal income generating activities.
* From time to time a personal call may be made, if important, while the user is on University business. As with the use of other University telephone lines, personal (i.e. non-business) calls should be avoided and where necessary should be of short duration. This privilege should not be abused while engaged on University business.
* When an extension is no longer required please inform the Buildings & Estates Office.

**Call Charges**

* Any private calls that are made, either frequent, long distance (STD or ISDN), or of a long duration should necessitate reimbursement to UCC by the user.
* All UCC phone accounts are monitored and users shall be responsible for the use and provide an explanation of call charges if requested. The allocation of costs will be to the UMTS member in which the member of staff is currently working to enable appropriate use of phones and costs to be checked.

**Accountability**

* Phone access is provided for officially approved purposes only i.e. departmental business and limited personal use (as defined in the Call Charges section of this policy).
* UCC staff must comply with all policies, legislation and regulations applicable to the use of Phones.
* Phone usage should be able to withstand public scrutiny and/or disclosure. UCC Staff should not use the Phones in a way that could defame, harass, abuse or offend individuals or organisations.
* UCC reserves the right to audit any or all departmentally funded Phone usage. UCC staff may be called upon to explain their use of departmentally funded Phones.
* When policies are not adhered to, the relevant device/s will be withdrawn and the number is cancelled.

**Service Provision**

* All UCC phones are on a corporate contract negotiated and administered centrally by Buildings and Estates. All purchase negotiation, replacement and other matters relating to phones will be carried out by Buildings and Estates.