



# **POLICIES & PROCEDURES**

## **CITY OF FLINT, MICHIGAN**

### **TELEPHONE USE**

**PURPOSE:** The City of Flint relies on its Telephone system to perform City business. To ensure that its Telephone system is used properly by its employees, independent contractors, agents, and other users, The City of Flint has created this Telephone Use Policy (the “Policy”).

The rules and obligations described in this Policy apply to all users (the “Users”) of the City of Flint’s Telephone system resources, wherever they may be located. Violations will be taken seriously and may result in disciplinary action, up to and including discharge, and civil and criminal penalties.

It is every employee’s duty to use The City of Flint’s Telephone system responsibly, professionally, ethically, and lawfully. Please keep in mind that there are more Telephone system users than there are telephone lines, thus, it is extremely important that all calls are kept to a minimum.

#### **DEFINITIONS:**

*Telephone System* : refers to any telephone or telephone equipment owned or managed by The City of Flint.

*Users*: refers to all employees, independent contractors, consultants, temporary workers, and other persons or entities who use our Telephone system.

#### **POLICY STATEMENT:**

The Telephone system is the property of The City of Flint and may be used only for legitimate business purposes. Users are allocated Telephones to assist them in performance of their jobs. Use of the Telephone system is a privilege and may be revoked at any time. The administration will consider the following non-business telephone calls as being allowed within this policy:

- Calls to notify the family, physician, etc., when an employee is injured on the job.
- Calls to notify family of a schedule change when an employee traveling on City business is delayed due to official business or a transportation delay.
- An employee is required to work overtime without advance notice and calls within the local commuting area (the area from which the employee regularly commutes) to advise family of the change in schedule or to make alternative transportation or child care arrangements.

## **TELEPHONE USE continued**

- An employee makes a brief daily call to locations within the local commuting area to speak to a spouse or minor children (or those responsible for them, i.e., a school or day care center) to make certain of their well-being and/or safety.
- The employee makes brief calls to locations within the local commuting area that can be reached only during normal working hours, such as a local government agency or a physician.
- An employee makes brief calls to locations within the local commuting area to arrange for emergency repairs to a residence or automobile.
- A call that reasonably could not be made at another time if it is of moderate duration and it does not adversely affect the performance of the Telephone system (e.g., unauthorized calls, made in rapid succession, to call-in contests on radio stations are detrimental to Telephone system service levels).

Personal calls that must be made during normal working hours may be made over the commercial long distance network if the call satisfies the above guidelines and with one of the following provisions:

- It is charged to the employee's home telephone number.
- It is made to an 800 toll-free number.
- It is charged to the party being called.
- It is charged to a personal credit card.

## **NO EXPECTATION OF PRIVACY**

*No Expectation of Privacy.* The Telephone system resources allocated to employees are to assist them in performance of their jobs. Users should not have an expectation of privacy for neither incoming/outgoing calls nor conversations. The City of Flint receives and reviews all call logs and bills from local and long distance service carriers. Users understand that The City of Flint may use human or automated means to monitor Telephone use.

## **PROHIBITED ACTIVITIES**

*Inappropriate or unlawful use.* Using the Telephone system to commit fraud, harass, embarrass, sexually harass, intimidate or for any other unlawful or inappropriate use is strictly prohibited. Campaign and union activities shall not be permitted uses of the City of Flint's Telephone system resources.

## **MISCELLANEOUS**

*Minimizing charges.* It is each Users responsibility to minimize Telephone charges whenever possible. This can be accomplished by limiting time on the phone to important details only and by using the 4-digit extension when calling internally.

*Other policies applicable.* In their use of Telephone system resources, Users must

**TELEPHONE USE continued**

observe and comply with all other policies and guidelines of The City of Flint.

*Amendments and revisions.* This Policy may be amended or revised from time to time as the need arises. Users will be provided with copies of all amendments and revisions.

DEPARTMENT:      INFORMATION SERVICES