

# **CITRUS COMMUNITY COLLEGE DISTRICT GENERAL INSTITUTION**

## **AP 3726 TELEPHONE SERVICES**

References: Education Code Section 70902; Business and Professions Code Article 2 Section 17538.41; ACCJC Accreditation Standard III.C

### **Purpose**

The purpose of this procedure is to define appropriate use of Citrus Community College District telephone services.

### **Scope**

This procedure applies to all telephone services billed to District devices including traditional telephones, cellular phones, and wireless-enabled devices. It also applies to the use of voice mail, encompassing both the receipt of Voice Mail Broadcasts and those departments requesting such broadcasts. It does not apply to personal telephone devices.

### **Procedures**

#### **Prohibited Calls**

The following phone calls are prohibited:

- Information Assistance and Operated Assisted Calls.
- 900 Type Calls - If your department has a need to make such calls, contact the Technology and Computer Services (TeCS) Department.
- Collect Calls - Receipt of these calls through the use of a District phone is prohibited.

#### Cellular Phone and Wireless-enabled Devices

Access and use of District-provided devices is a privilege that is granted in connection with an individual's duties to the District and are to be used for the conducting of District business and/or in furtherance of the educational mission of the District.

The use of District phones for occasional personal calls is allowed with the understanding that their primary use be for work purposes. Should personal calls require more than occasional use, the cost of those calls will need to be reimbursed to the District.

Service for cellular phones, pagers, and wireless-enabled personal digital assistants can be terminated by the District at a supervisor's discretion. Upon termination of employment with the District, all such services are terminated, and any District owned or provided devices must be returned to the District.

### **Review of Phone Use**

The TeCS Department is responsible for regularly reviewing monthly telephone billing statements and for investigating unusual calling patterns, unexpected charges or unusual call volume. The TeCS Department will also provide consulting and advisory services upon

request to assist in clarifying usage questions or in selecting optimal plans based on business needs.

### **Privacy in Telephone Services**

The use of certain phones at the District may be monitored for quality control and troubleshooting purposes. In such cases, callers will be notified that their call is being monitored for business purposes.

Wireless transmissions are not secure, so employees should use discretion in relaying confidential information via these devices.

### **Automated Call Systems**

Citrus-Alert

Citrus-Alert is reserved for emergency notifications to all subscribed users. Approval to send messages shall be made by the Superintendent/President or their designee as defined in the Citrus College Emergency Procedures document.

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