



LUPANE STATE UNIVERSITY

Lupane State University Telephone Usage Policy

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Lupane State University Telephone Usage Policy

Date effected :/...../.....

Date Last Updated :/...../.....

Telephone Usage policy draft

1. Introduction

Much of the business conducted at Lupane State University (LSU) and in any other institution is through telephone calls and it is critical to ensure that the telephone system is used appropriately and that call charges are kept to a minimum. The telephone is seldom the first point of contact that clients have with the University.

2. Purpose:

To provide guidance on the use of telephones, the conditions for personal use and general guidelines on the use of telephones. The policy also stipulates what criteria is used for providing telephone services to members. LSU is keen to ensure that telephone services are provided to all members of staff to ensure smooth and efficient communication externally and internally. This has compelled LSU to lay down procedures for using the telephone, making and receiving business and private phone calls. All staff members should be made aware of the standards expected of them when using the phone and of any additional departmental arrangements.

3. Policy and Procedure

- The telephone system is an organizational resource whose use may be monitored. A call logging system which records details of every call made both internally and externally has been installed in some sites.
- Telephone handsets will be provided to enable staff members to perform their duties in conducting University business
- Where there is a need, to call mobile and trunk calls LSU will allow members to make these calls but they must be approved by the section heads who must liaise with the ICTS Manager or ICTS Director.
- Principal Officers, their deputies and Deans and Directors will be allowed to call mobile phones and trunk calls while chairpersons of the department will be allowed to call trunk calls.

- Local calls made from desk landline phones are totally at the discretion of the staff member and it is their responsibility of each staff member to ensure that calls are appropriate to their work and are conducted expeditiously.
- Where telephone handsets are barred from making local calls or any other calls, calls are to be placed through the switchboard operator whose duration may be recorded.
- LSU acknowledges that, from time to time, employees may need to contact family while they are at work. It is expected that these calls will be brief and employees should use their discretion, must be infrequent and not tie up university lines. LSU will pay for the cost of these calls, and will monitor the volume for reasonableness. Any members who abuse this facility will be asked to pay for these charges.
- Those employees, who make business calls on their personal mobile phones, may submit an expense claim for the cost of those calls provided that the calls have been approved by their head of section.
- Calls should be answered by clearly stating **your name** and department.

ACKNOWLEDGEMENT

I have read the Telephone Usage policy. I understand the contents and I agree to comply with the said policy.

Location:.....

Name:.....

Employee's Signature:.....

Date:.....

Supervisor's signature:.....

Date:.....