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UNIVERSITY of HOUSTON  
MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION: Information Technology

Number: 10.03.05

AREA: User Guidelines ~~and Responsibilities, Security~~

SUBJECT: ~~Responsibilities for~~ Acceptable Use of Telecommunications Resources

I. PURPOSE AND SCOPE

This policy provides guidelines for the use and administration of University of Houston telecommunications resources as well as the administration of a Monthly Communication Plan Allowance and Communication Equipment Allowance programs. This document applies to the use of university telecommunications equipment, products, services, and other resources by university faculty, employees staff, students, ~~contract workers or and~~ others with access to these resources.

II. POLICY STATEMENT

The University of Houston provides telecommunications equipment, products, services and other resources for use by its faculty, employees staff and students for business related to employment and educational responsibilities. Faculty, staff and students are responsible for payment of additional charges incurred through the personal Use-use of university telecommunications equipment, products, lines or services that results in toll charges to the university is restricted to official university business (SAM 03.A.19 – Personal Use of Telecommunications Equipment).

~~Use of university telecommunications equipment, products, services and other resources for personal or other non-university purposes resulting in additional charges to the university is strictly prohibited. It is the responsibility of the employee to determine which resources are restricted to university use.~~

III. DEFINITIONS

- A. Long distance authorization code: The caller ID or code assigned to authorized university employees on a University of Houston Information Technology Computing and Telecommunication Services Department Long Distance Calling Card department long distance calling card, enabling long distance calls from university telephones.
- B. Vendor issued long distance calling card: A long distance carrier card issued by an purchased authorized long distance carrier for charging long distance services.
- C. Additional charges: Any usage that results in an additional charge above and beyond the regular, fixed monthly service charge.
- D. University of Houston 800/888 long distance numbers: Contracted long distance service lines for which charges are billed to the responsible department.
- E. Telecommunications resources: Equipment, products, services and other resources including, but not limited to: telephones, faxes, data lines, video call equipment, voice mail, pagers, cellular telephones, broadband Internet service, and 800/888 lines.

IV. PROVISIONS

A. Acceptable Use of Telecommunications Resources

1. The first responsibility of employees is to their work. Employees are to use university telecommunications resources for work-related purposes and in accordance with departmental guidelines and this policy. Misuse of university telecommunications resources is cause for disciplinary action up to and including termination and the possibility of criminal charges as defined in MAPP 02.04.03.
2. Incidental p~~Personal~~ use of university telephones and other telecommunications resources ~~that does not incur additional charges may be is~~ permitted in moderation, provided no additional charges are incurred, subject to departmental restrictions and supervisor approval. Individual departments may set internal guidelines governing personal use of telephones and other telecommunications resources so as to ensure operational and service delivery objectives of the department are met.
3. In the event a personal charge is incurred, reimbursement must be made by the employee, including the applicable sales and use taxes, within 10 days from the billing date.
4. Use of university facilities, equipment, or other resources for consulting or other non-university business activities is prohibited unless a financial arrangement has been made between the individual and the university and has been approved by the department head or director prior to use for the external purpose.
5. Other types of telecommunications resource usage may result in charges to the university and are restricted to university business use. One example is directory assistance calls, which require use of the long distance authorization code even for local directory assistance. Any non-university directory assistance calls that must be made on university telephones should be placed using personal long distance cards.

~~B. The first responsibility of employees during scheduled work hours is to their work. Employees are to use university resources for work-related purposes. Employees shall use resources in accordance with departmental guidelines and this policy and procedure. Misuse of university telecommunications resources is cause for disciplinary action up to and including termination and to the possibility of criminal charges.~~

CB. Long Distance Authorization Code

1. An approved ~~University of Houston~~university long distance authorization code is required to place long distance calls or send long distance faxes via the ~~University of Houston~~university telephone system. Use of the long distance authorization code is limited to calls required in the performance of the employee's job responsibilities. Use of UH long distance authorization codes for personal or other non-university long distance calls or faxes is prohibited. Charges generated using the numbercode appear on monthly statements and are billed to the department. Any non-university long distance calls that must be made on university telephones ~~shall~~should be placed using the employee's personal long distance calling card.
2. An employee may be issued a long distance authorization code by the University Information Technology (UIT) Department through submission of a properly completed UIT Telecommunications Work Request Form. The request requires



the approval of the employee's supervisor and the appropriate business administrator (certifying signature). The employee is responsible for the security of the long distance authorization codes is the responsibility of the employee to whom it is issued. Codes must not be left in unprotected places or in any way exposed to use by unauthorized individuals. Loss of the code or suspicion of abuse of the ~~long distance authorization~~ code must be reported immediately to the department business administrator and to UIT.

~~Individuals with long distance authorization codes and/or vendor issued long distance calling cards leaving the employment of the university or transferring to another university department must surrender the above items to the current department business administrator.~~

~~It is the responsibility of the department business administrator to return calling cards and to notify UIT via the termination clearance form or UIT Telecommunications Work Request to deactivate or transfer the long distance authorization codes for terminating or transferring employees.~~

### C. Long Distance Charge Report

- 13.- On a monthly basis, UIT will make available on-line reports of use for each employee with a long distance authorization code. Reports will reflect each call charged with the long distance authorization code and the related charges. Personal calls charged to personal calling cards and toll-free calls will be indicated with a zero cost.
2. ~~It is the responsibility of the departmental or college/division administrator to ensure that reports are distributed in a timely manner. All personal charges, including the applicable sales and use taxes, which are incurred by employees using the university's telecommunications equipment, must be reimbursed within 10 days from the billing date. All personal charges, including applicable sales and use taxes, which are incurred by employees using the university's long distance network must be reimbursed within 10 days from the billing date.~~
4. ~~Charges generated using the number appear on monthly statements and are billed to the department.~~
5. ~~On a monthly basis, UIT will make available on-line reports of use for each employee with a long distance authorization code. Reports will reflect each call charged with the long distance authorization code to the university and the related charges. Personal calls charged to personal calling cards and toll-free calls will be indicated with a zero cost.~~
63. It is the responsibility of the~~The~~ business administrator shall to review the long distance expenditures. All personal charges, including the applicable sales and use taxes, which are incurred by employees using university telecommunications resources must be reimbursed within 10 days from the billing date. Any indication of abuse or irregularity noted by the employee or the administrator must be addressed at once. If appropriate,
7. ~~UIT shall should~~ be notified to take corrective action immediately for assistance.
8. ~~If there is sufficient evidence to indicate that unauthorized charges are being made, please follow the guidelines for reporting fraud listed in SAM 01.C.04 – Reporting/Investigating Fraudulent Acts will be followed.~~



D9. University of Houston 800/888 long distance numbers

Departments may arrange for university 800 or 888 numbers to facilitate incoming long-distance calls for certain university business. All university 800/888 numbers must be contracted through UIT. Calls made to the University of Houston 800 and 888 numbers are charged to the university as long distance service and are not to be used for personal or other non-university use.

DE. University-IVendor Issued-Long-Ddistance Ccalling Ccards

The University of Houston contracts with a designated vendor for long distance calling card services when away from the university. University-eVendor Issued-Llong Ddistance Ccalling cards may be authorized by departments for employees who travel-and-need calling cards for university business purposes. All calling card arrangements must be made through IT.

F. Deactivation/Transfer of Long Distance Authorization Codes and Calling Cards

Individuals with long distance authorization codes and/or vendor long distance calling cards leaving the university or transferring to another university department must surrender any assigned long distance codes and/or calling cards to the department business administrator. It is the responsibility of the department business administrator to notify UIT via the termination clearance form or UIT Telecommunications Work Request to deactivate or transfer the long distance authorization code when an employee terminates or transfers.

EG. Monthly Communication Plan Allowance-for cell phones, personal digital assistant (PDA) or devices that allow for two-way communication and home Internet services.

1. A department may elect to monetarily contribute to the an employee's purchase and operation of a wireless communication devicecell phone and/or Internet services when such employee's job duties, in the opinion of the department head, necessitate-require the provision-need for these services-of such equipment. In such case, the monetary contribution shall be provided in one or both of the following forms: In general, issuance should be limited to personnel whose presence, physical or virtual, is required on campus during emergencies.

a. Communication Equipment Allowance: provides a periodic (no more often than once every three two years) monetary contribution towards the employee's personal acquisition of a wireless communication device and/or Internet service and payment of initial activation fees. A department shall process such allowance in accordance with guidelines established by the Payroll Department.

b. The university will provide a Monthly Communication Plan Allowance: provides a monthly salary supplement for the operation of a wireless communication device cell phone and/or broadband Internet service. Such supplement is provided to the employee for as long as the employee's department head determines he/she qualifies under this policy. An employee may only receive two salary supplements—one for a wireless communication device cell phone and one for home Internet service.

2. Stipends paid to the employee are considered taxable compensation paid through the payroll system and as such are subject to required tax withholdings (see SAM 03.D.06 - Taxable Fringe Benefits). Payment of such taxes incurred is

the responsibility of the employee and shall not be reimbursed to the employee by the university. The Monthly Communication Plan Allowance is not considered an entitlement, is not part of an employee's base salary, and may be changed or withdrawn by the university at anytime.

#### F. Communication Allowance Provisions

1.3. A wireless communication device cell phone or home Internet service is These telecommunications services subsidized by the university are considered to be the personal property of the employee and accordingly shall may be used in any way the employee deems appropriate. Any service contract the employee might enters into regarding the acquisition or operation of a cell phone communication device and/or Internet service is personal to the employee. The university shall have no obligation or make any guarantees with respect to such contract to the employee or service provider.

2. Allowances paid to the employee are considered taxable compensation paid through the payroll system and accordingly are subject to required tax withholdings (see SAM 03-D.06). Payment of such taxes incurred is the responsibility of the employee and shall not be reimbursed to the employee by the university. A Monthly Communication Plan Allowance and a Communication Equipment Allowance are is not considered an entitlements, are is not part of an employee's base salary, and may be changed or withdrawn by the university at anytime.

34. The dDepartment heads is are responsible for the following:

- a. Determining whether the employee's position requires a wireless communication device cell phone and/or home Internet services based on the job duties and responsibilities. In general, issuance should be limited to personnel whose presence, physical or virtual, is required on campus during emergencies.
- b. Determining the appropriate source of funds to be used to pay for a communication device cell phone and/or home Internet telecommunications services.
- c. Determining the appropriate Monthly Communication Plan Allowance for the employee within the monthly allowance amounts approved and published by the university.

d. Approving a Personnel Action Request (PAR) to authorize this transaction. Copies of the approved PAR shall be retained in the employee's departmental personnel file. Annually, each department head shall evaluate the ability to continue to provide employees granted a Monthly Communication Plan Allowance salary supplement in the context of its overall budget. A Monthly Communication Plan Allowance salary supplement may be established at any time during a fiscal year and may be changed or withdrawn at any time for any reason by the department head.

54. Employees are responsible for the following:



- a. Paying all amounts due as agreed between the employee and providers of ~~communication-cell phone~~ or home Internet services.
- b. Providing the department with the personal current wirelesscommunication-cell phone number for which the employee receives a stipend in a timely manner, if applicable, within five working days of activation.
- c. Notifying the department head within five working days of inactivation of ~~cell phone and/or Internetthe device or~~ services. An employee is prohibited from continuing to collect a Monthly Communication Plan Allowance when the service ~~or device~~ is no longer active or needed for the performance of the employee's job responsibilities.
- d. \_\_\_\_\_
- 5. ~~Ensuring An employee receiving a Monthly Communication Plan Allowance and/or a Communication Equipment Allowance from the university may not receive additional allowances for the same or similar equipment or service are not requested nor received from another university department or another component university of the University of Houston System.~~

~~6. Annually, the Purchasing Department will publish the Monthly Communication Plan Allowance and the Communication Equipment Allowance rates. Such amounts are not intended to fully reimburse the employee for their total out-of-pocket costs given that the device is expected to be used by the employee for both business and personal use.~~

G. ~~Other Toll Calls~~

~~Other types of telecommunications may result in charges to the university and are restricted to university business use. One example is directory assistance calls, which require use of the long distance authorization code even for local directory assistance. Any non-university directory assistance calls that must be made on university telephones shall be placed using personal long distance cards.~~

~~H. Use of university facilities, equipment, or other resources for consulting or other non-university business activities is prohibited unless a financial arrangement has been made between the individual and the university and has been approved by the department head or director prior to the employee's use for the external purpose.~~

V. REVIEW AND RESPONSIBILITIES:

Responsible Party: Associate Vice President for Information Technology and Chief Information Officer

Review: Every 3-three years, on or before June 1

VI. APPROVAL

Carl P. Carlucci Jim McShan  
~~Interim-Executive~~ Vice President for Administration and Finance

Donald J. Foss  
Senior Vice President for Academic Affairs

Renu Khator  
Renu Khator

President

Date of President's Approval: April 7, 2008

**VII. REFERENCES**

- UH System Administrative Memorandum 03.A.19 – Personal Use of UHS Telecommunications Equipment or Services
- World Wide Web: University of Houston home page; access "Computing"

Index Terms: 800/888 numbers  
Cellular telephones  
Employee use of university resources  
Long distance  
Long distance calling card  
Mobile telephones  
Telecommunications equipment  
Telecommunications resources  
Toll calls

**REVISION LOG**

<u>Revision Number</u>	<u>Approved Date</u>	<u>Description of Changes</u>
<u>1</u>	<u>10/22/1996</u>	<u>Initial version</u>
<u>2</u>	<u>09/06/2005</u>	<u>Applied new MAPP template. Added SAM 03.A.19 to Section II. Added Section IV.C.2 through Section IV.C.10 on the process of issuing long distance authorization codes. The documentation in Section IV.E was updated concerning communication allowances for cell phones and other wireless communication devices. Added Section IV.F on the program provisions for cell phones and other wireless communication devices</u>
<u>3</u>	<u>02/28/2006</u>	<u>Added Method 3 to Section IV.E.3 for cell phones and other wireless communication devices</u>
<u>4</u>	<u>11/30/2006</u>	<u>Changed title from "Employee Responsibilities – Telecommunications Resources" to "Responsibilities for use of Telecommunications Resources." Applied new MAPP template. The contents were updated to reflect current technology terminology and usage, such as computer networks and the Internet, and to reflect Information Technology department organizational changes and responsible reviewers and approvers. Removed Method 1 from Section IV.E.1 and Section IV.F.1 and throughout the</u>



		<u>rest of the document.</u>
<u>5</u>	<u>04/07/2008</u>	<u>Applied new MAPP template. Updated the documentation in MAPP 10.03.05 to include guidelines for the administration of Monthly Communication Plan Allowance and Communication Equipment Allowance programs that are consistent with state law. Methods 1 and 3 have been removed.</u>
<u>6</u>	<u>TBD</u>	<u>Applied revised MAPP template and new Revision Log. Changed title from "Responsibilities for Use of Telecommunication Resources" to "Acceptable Use of Telecommunications Resources." Removed second paragraph in Section II on prohibited use of UH telecommunications equipment for personal use resulting in additional charges to the university. Provided major redlines to Section IV.A on specific policies and procedures regarding acceptable use of telecommunication resources. Removed Section IV.B. The new Section IV.B was modified to remove information on processes regarding calling cards and long distance authorization code. Section IV.C was changed to "Long Distance Charge Report," and gives major information on this monthly online report. Added Section IV.F on Deactivation/Transfer of Long Distance Authorization Codes and Calling Cards. Updated Section IV.G on the Monthly Communication Plan Allowance; added Section IV.G.2 on taxes with employee stipends. Removed department responsibility for approving a Personnel Action Request (PAR) to authorize transactions from Section IV.G.4. Removed Section IV.G.6 on purchasing department's responsibility to publish communication allowance rates on an annual basis. Removed original Section IV.G and H. Removed Senior Vice President for Academic Affairs from approval cycle. Removed Section VII, References. Removed Index Terms</u>