

**SOUTH CAROLINA STATE UNIVERSITY  
PERSONNEL POLICIES AND PROCEDURES MANUAL**

SECTION: Employee Relations	Section: VII
	Subject: C.4
SUBJECT: Telephone Use	Effective: 01/01/06
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## **TELEPHONE USE**

### **Purpose**

The purpose of this policy is to provide guidelines concerning the proper use of South Carolina State Government telephone systems and, simultaneously, to guard against abuse of telephone usage.

### **General**

Office telephones are to be used for conducting official business. It is recognized that employees occasionally must make personal calls during work hours. However, excessive use of telephones for personal business is prohibited. Under no circumstances are personal long distance calls to be charged to state telephone numbers. It is your responsibility to ensure that you use the telephone properly. Employees who misuse telephones will be subject to disciplinary action.

### **Policy**

- A. The use of State government telephone services is limited to official business. In addition to official business calls, the following non-business telephone calls are allowed within this policy:
1. Calls to notify the family, physician, etc., when an employee is injured on the job.
  2. Calls to notify family of a schedule change when an employee traveling on State government business is delayed due to official business or a transportation delay.
  3. An employee, traveling in the United States for more than one night on State government business, makes a brief call to his or her residence (not more than one call per day).
  4. 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 his or her family of the change in schedule or to make alternate transportation or child care arrangements.

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5. 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.
  6. 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.
  7. An employee makes brief calls to locations within the local commuting area to arrange for emergency repairs to his or her residence or automobile.
  8. 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 State telephone systems (e.g., unauthorized calls, made in rapid succession, to call-in contests on radio stations are detrimental to telephone system service levels).
- B. Personal calls that must be made during normal working hours may be made over the commercial long distance network if the call satisfies the guidelines above and one of the following provisions:
1. It is charged to the employee's home telephone number or other non-State government number.
  2. It is made to a toll-free number.
  3. It is charged to the party being called if it is a non-State government entity.
  4. It is charged to a personal credit card.
- C. All personal calls are to be kept to a minimum in number and length. Supervisors are to administer appropriate disciplinary action to employees who abuse telephone services by making an excessive number of calls or talking for lengthy periods of time.
- D. Collect calls will not be accepted, except by officers or individuals authorized to receive such calls.