



**Lehman College**  
**City University of New York**  
**Telephone Usage Policy**  
**Effective Date: March 1, 2011**

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## **1.0 Purpose and scope**

It is the policy of Lehman College to provide telephones to employees for use in the conduct of normal College business activities. The College provides campus telephones to employees and cellular telephones for authorized individuals that have duties and responsibilities requiring immediate and/or remote communications capabilities.

## **2.0 Rationale for policy**

Telephone usage is based upon cost-effective practices that are applied consistently across the College and comply with CUNY, New York State and Federal rules and regulations.

## **3.0 Who should read this policy?**

All members of the Lehman College community, inclusive of faculty, staff and administration.

## **4.0 Website address for this policy and related material**

<http://www.lehman.edu/itr/it-policies.php>

## **5.0 Related policy documents**

NYS Vehicle and Traffic Law, Article 33, Section 1225-c: Use of Mobile Telephones and Section 1225-d: Use of Portable Electronic Devices, prohibits the operation of a motor vehicle while using a mobile telephone or a portable electronic device. The following link will take you to this legislation: <http://www.nysgtsc.state.ny.us/phon-vt.htm>

## **6.0 Contacts**

Please direct any general questions about the Lehman College Telephone Usage Policy to the Division of Information Technology's Telecommunications Office. If you have questions about specific issues, please contact the following offices:

<b>Subject</b>	<b>Contact</b>	<b>Telephone</b>	<b>Email Address</b>
Billing (Campus Telephones)	Gladys Cruz	x1154	<a href="mailto:Gladys.Cruz@lehman.cuny.edu">Gladys.Cruz@lehman.cuny.edu</a>
Billing (Cell Phones)	Luz Andujar	x8325	<a href="mailto:Luz.Andujar@lehman.cuny.edu">Luz.Andujar@lehman.cuny.edu</a>
Policy Questions	Junior Abad	x8696	<a href="mailto:Junior.Abad@lehman.cuny.edu">Junior.Abad@lehman.cuny.edu</a>
Change in Service Plan	Junior Abad	x8696	<a href="mailto:Junior.Abad@lehman.cuny.edu">Junior.Abad@lehman.cuny.edu</a>

## **7.0 Definitions**

The following definitions apply to the terms used in this policy.

<b>Business Call</b>	A telephone call that fosters or supports the ongoing mission of Lehman College.
<b>Personal Call</b>	A call that does not qualify as a College business call.
<b>Local Call</b>	A toll call for which there is no separately stated charge on the College telephone bill.
<b>Long-Distance Call</b>	A toll call that does not qualify as a local call and for which there may be a separate charge. This generally applies to calls outside of the New York metropolitan area, domestic and international long distance calls (see chart on Page 7).
<b>Lehman College Telephone</b>	A telephone that is the property of Lehman College, whether on or off campus, purchased to foster or support the ongoing mission of Lehman College.

## **8.0 Responsibilities**

### **General:**

The Vice President of Information Technology (IT) is responsible for the administration of this policy as it relates to the acquisition of voice technology, service plans for both the campus telephone system and cellular telephones, and the service plan assigned to employees. The IT Division is responsible for implementing and monitoring this policy.

The Vice President for Administration and Finance is responsible for billing and for the method of payment and collections for personal calls for the campus telephone system and for cellular phones.

Vice Presidents, Deans and department heads are responsible for reviewing the propriety of the monthly telephone bill for areas under their supervision. The Vice Presidents, Deans and department heads are responsible for designating telephones for long-distance or international calling capabilities (Service Plans). Telephone devices assigned to employees cannot be transferred or relocated by individuals.

All employees who use a campus or cellular phone must read and comply with this policy and applicable procedures. This policy will be distributed to current employees by email and posted on the Lehman Information Technology website. Staff without access to computers will receive the policy from department heads. New employees will receive the policy from the Office of Human Resources.

**Individual Users:**

The incidental personal use of Lehman College campus telephones is permitted so long as such use:

1. Does not interfere with College operations;
2. Does not interfere with the employee's employment or other obligations to the College, and;
3. Is otherwise in compliance with this policy.

For such personal use, the employee is expected to reimburse the College only for long distance calls.

All individuals must pay for any personal long-distance telephone calls made from Lehman College telephone devices. Individuals are expected to pay for personal long distance calls with a calling card, as outlined in Section 9.0.

In the event personal long distance calls are made using College telephones, upon receiving telephone bills from the College, individuals must review their bills and send a check or money order (made out to **Lehman College**) to the attention of Luz Andujar, General Accounting, Business Office, Shuster Hall, Room 036. Payment is due within 15 days after distribution of the bill. If all long distance calls made on the bill are affirmed to be for business purposes, then no payment is required.

**Divisional/Departmental Units:**

Vice Presidents, Deans, and department heads are to evaluate business needs for a cellular telephone and, if justified, submit an eProcurement purchase requisition for the purchase of a cellular device and service plan.

Contact the Telecommunications Office (Junior Abad, [Junior.Abad@lehman.cuny.edu](mailto:Junior.Abad@lehman.cuny.edu), or call extension x8698) for information on recommended providers and models.

Contact the Purchasing Office (Noreen Crawford, [Noreen.Crawford@lehman.cuny.edu](mailto:Noreen.Crawford@lehman.cuny.edu), or call extension x8301) for current pricing information.

Vice Presidents, Deans and department heads are also to implement review procedures to identify patterns of abuse and the excessive personal use of a College owned telephone.

**Prohibited Calls:**

Employees are not to accept collect calls, except when directed by a supervisor. Telephone calls to "900" numbers, Directory Assistance requests or any other calls to numbers that require payment, are not permitted.

## **9.0 Procedures**

### **Introduction**

Lehman College understands that individuals occasionally need to make telephone calls from their College work telephones to meet their personal needs and responsibilities. Thus, the occasional incidental personal use of College telephones is permitted.

### **Long Distance Calls**

Lehman College is committed to doing business in a cost-effective manner. Because the administrative costs associated with reimbursement for long-distance calls can be substantial, individuals are expected to pay directly (e.g. with a calling card, etc.) for all personal long-distance calls made on college telephones (see the “*Exceptional Situations*” section below for additional information).

### **Local Calls**

Direct payment for personal local telephone calls is not required. The fixed monthly fee paid by the College covers local calls. The occasional incidental personal use of College telephones for local calls is permitted, consistent with the “Individual Users” area of this document (see Section 8).

### **Cellular Telephones**

New York State law prohibits individuals from utilizing mobile telephones or portable electronic devices while operating a motor vehicle. All Lehman employees must comply with this directive. For further information, see <http://www.nysgtsc.state.ny.us/phon-vt.htm>.

### **Tax and Other Implications**

Lehman College provides telephone lines and cellular phones for the transaction of College business. In Lehman’s telephone billing system, each telephone line is identified to a specific account in which charges are automatically recorded on a monthly basis. In order to avoid inappropriate tax exemptions and/or inappropriate charges, Lehman College must identify those expenses that are not mission-related.

### **Exceptional Situations**

In certain instances, when a method of direct payment of telephone charges for a long-distance call is not available, a Lehman faculty or staff member may need to take prompt action due to a personal situation. In such situations, the College expects staff and faculty to use prudent judgment in determining whether the use of a College telephone is required for the long-distance call.

In such cases, individuals may use Lehman College telephones directly. If the individual uses a telephone not assigned to them, notify the employee to whom the telephone is assigned of the personal long distance call when it is made, including the telephone number dialed, so that he or she may identify it for reimbursement on the monthly bill. The call must then be reimbursed to the College when the monthly bill is distributed.

### **Domestic Long Distance Rates**

Domestic long distance, non-business calls will be charged at a rate of 2.5 cents per minute. This rate is subject to change and will be reflected in the online version of this policy.

### **International Long Distance Rates**

International long distance, non-business calls will be charged at variable rates per minute as posted in an attachment to the online version of this policy. These rates are subject to change and can be found at: <http://www.lehman.edu/itr/documents/InternationalRates.pdf>.

### **Billing**

The Division of Information Technology/Telecommunications Office will work with the Division of Administration and Finance to distribute monthly bills to all users of the campus telephone system, with billing information also sent to department heads.

Individuals must review their bills upon receipt and reimburse the College for any separately charged long-distance or international personal calls. Other than for Exceptional Situations, as described above, telephones on the campus telephone system should not be used for personal long-distance calls.

The Division of Administration and Finance will distribute bills for campus or cellular phone billable long-distance, international, or text messaging charges which may be for personal rather than business calls.

### **Payment**

Reimbursements for personal long-distance calls can be made by check or money order, made out to **Lehman College** and sent to Luz Andujar, Lehman College, General Accounting, Business Office, Shuster Hall, Room 036. Payment is due within 15 days after distribution of the bill. Cash or credit card payments are not accepted.

### **Review Procedures**

Each individual is expected to review their monthly bills when received, and take appropriate action to document personal long-distance calls and reimburse the College for their cost.

Vice Presidents, Deans and department heads will receive reports of usage by all personnel in their units. They are expected to review billing summaries to ensure that patterns of usage are in accordance with these policies and that any exceptional situations are handled in a fair and equitable manner.

## **Telephone Usage Privileges**

Typical usage privileges for the campus telephone network are outlined below and are subject to change based on operational needs and supervisory review:

<b><u>User</u></b>	<b><u>Designation</u></b>	<b><u>Coverage</u></b>
Public	Level 1 Calls	Campus & 911 Calls only
Part-Time Staff	Level 2 Calls	Level 1 + Metropolitan area (NYC)
Full-Time Staff Part-Time Faculty	Level 3 Calls	Level 2 + Tri-State (NYC, LI, parts of NJ & CT)
Full-Time Faculty Department Heads	Level 4 Calls	Level 3 + Domestic Long Distance
President, Provost, Vice Presidents, Deans and Department Chairs	Level 5 Calls	Level 4 + International Calls

### **10.0 Effective Date**

This policy shall be effective as of March 1, 2011.