# Telephone and Voicemail Acceptable Use Policy

# Introduction: How to Use This Tool

Telephony is one of the most taken-for-granted technology tools at most enterprises. As a result, it is very easy for employees to intentionally or inadvertently misuse telephony tools for in non-business purposes. Given the increasingly digital (and recordable) nature of today’s telephony systems, as well as regulatory mandates to save all business records (including telephone calls and voicemail message), having a clear Telephony and Voicemail Acceptable Use Policy is essential for a range of legal reasons.

To use this tool, fill in the blanks indicated by square brackets and delete all the introductory and explanatory text in dark grey.

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| **Policy Title** | Telephone and Voicemail Acceptable Use Policy  |
| **Policy Owner** | IT |
| **Policy Approver(s)** | Vice President of Human Resources |
| **Related Policies** | Name other related enterprise policies both within or external to this policy. |
| **Related Procedures** | Name other related enterprise procedures both within or external to this policy. |
| **Storage Location** | Describe physical or digital location of copies of this policy. |
| **Effective Date** | List the date that this policy went into effect. |
| **Next Review Date** | List the date that this policy must undergo review and update. |

## Purpose

Telephone communication is an essential part of the day-to-day operations of [company name]. Telephone and voicemail services are provided to employees of [company name] in order to facilitate performance of [company name] work. The goal of this policy is to balance the business need for telephone and voicemail use by [company name] with the costs involved.

## Scope

This policy applies to all employees of [company name], and all usage of [company name] telephone and voicemail services.

## Telephone and Voicemail Services

Describe the telephone and voicemail systems and services used at your organization. This description should include any and all telephone equipment available to end users that is supported by the company, including handsets and headsets.

## Basic Policy

As with all [company name] resources, the use of telephones and voicemail should be as cost effective as possible and in keeping with the best interests of [company name]. All employees must operate within the following basic policy guidelines. Further information on appropriate and inappropriate use follows this section.

* All telephones, telephony equipment, voicemail boxes, and messages contained within voicemail boxes are the property of [company name].
* The [department name] is responsible for installation and repair of all [company name] telephony equipment and administration of telephone and voicemail accounts.
* Department supervisors are responsible for overseeing telephone and voicemail use and ensuring policy compliance, as well as ensuring [responsible department name] is notified of any adds, moves, or changes required to telephone or voicemail services.
* Describe who is eligible to receive a telephone.
* Describe who receives dedicated telephones and who must share.
* Describe who receives direct lines and who receives extensions.
* Describe who receives a dedicated voicemail box and who must share.
* The number of telephone calls made should be limited in number and duration to that necessary for effective conduct of business. Efforts should be made to limit the length of telephone calls to less than [insert duration] in length.
* All voicemail boxes will be protected with a PIN (personal identification number). PINs must be changed every [insert time period] to aid in mailbox security. Easy-to-guess or previously used PINs will be blocked by the system. PINs must not be shared with others.
* A voicemail box can hold [insert number] minutes of message storage time. If a voicemail box is full, no further messages can be recorded. Read voicemail messages will be automatically deleted after [insert number] days.
* Voicemail is to be used as a backup in the event you are not available to answer a call, and should not be used to “screen” calls. Each user is expected to respond to voicemail messages in a timely manner.
* If you will be away from the office for more than one business day, you are expected to change your voicemail greeting to reflect this fact and direct callers to alternate contacts if applicable.
* Use of directory assistance (i.e. 411) should be avoided since a fee is incurred with each use. If you are unsure of a number, please consult print or online telephone directories first.

## Unacceptable Use

[Company name] telephone and voicemail services may not be used for the following:

* Transmitting obscene, profane, or offensive messages.
* Transmitting messages or jokes that violate our harassment policy or create an intimidating or hostile work environment.
* Using the telephone system or breaking into a voicemail box via unauthorized use of a PIN or other password.
* Broadcasting unsolicited personal views on social, political, or other non-business related matters.
* Soliciting to buy or sell goods or services unrelated to [company name].
* Calling 1-900 phone numbers.
* Making personal long-distance phone calls without supervisor permission.

Misuse of telephone and voicemail services can result in disciplinary action, up to and including termination.

## Limited Personal Acceptable Use

In general, personal use of telephone and voicemail services is allowable, but must be limited in number and duration and must not interfere with performance of official business duties. Limited personal acceptable use is allowed under the following circumstances:

* An employee’s work schedule changes without advance notice and the employee must notify a family member or make alternate transportation or childcare arrangements.
* Brief local calls to a spouse, minor child, or elderly parent, or to those responsible for them (e.g. school, daycare center, nursing home).
* The employee needs to make a call that can only be made during regular working hours, such as to a doctor or local government agency.
* The employee needs to make arrangements for emergency repairs to his or her residence or automobile.
* A call that reasonably could not be made at another time and is of moderate duration.

Any personal long-distance calls that must be made (excepting toll-free 1-800 calls) should be charged to the employee’s home telephone number, personal credit card, personal calling card, or be charged to the called party. If a personal long-distance call must be made that will be billed to [company name], the employee should receive permission from a supervisor to make the call first. Regardless, employees are expected to reimburse [company name] for the cost of any long-distance calls within [insert number] days of receipt of the relevant bill.

## Monitoring

[Company name] reserves the right to monitor telephone and voicemail use, including telephone conversations and the contents of voicemail boxes. Monitoring of telephone and voicemail use will only be done for legitimate reasons, such as to assess customer service quality assurance, retrieve lost messages, recover from system failure, or comply with investigations of wrongful acts. [Detail current monitoring practice of your organization.]

The following telephone and voicemail usage reports are generated by [company name]:

* [Report name and frequency]
* [Report name and frequency]
* [Report name and frequency]

## Service and Repair

The [responsible department name] requires [insert number] days’ notice to set up a standard telephone service and voicemail box.

If there is a problem with an existing telephone or voicemail box, contact the [responsible department name] immediately at [insert contact information]. Fixes are typically made within [insert timeframe].

## Telephone Procedures

Describe the procedures for dialing (both internal and external), as well as those for transferring, forwarding, or performing any other actions allowable using your organization’s telephone system.

## Voicemail Procedures

Describe the procedures for accessing and managing voicemail services in keeping with your organization’s voicemail system.