



Approved By: Cabinet
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Category: Faculty & Academic Affairs
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Voice Services Policy

PROFILE

This policy describes the assignment, use and management of voice services by employees of SUNY Geneseo. SUNY Geneseo provides for the use of voice services by employees, including cellular telephones for those individuals whose duties and responsibilities require immediate or remote communications capabilities.

POLICY

CIT Telephone Services is responsible for the administration of voice services and equipment, which includes all telephone devices (telephones, cellular phones, calling cards, VoWiFi, VoIP, etc.), Personal Billing Number (PBN) for long distance calling, voice mail, conference bridge, and monthly billing.

Local Telephone Service

Departments and outside entities located on campus must obtain local telecommunications service and equipment from CIT to maintain E911 requirements. Departments may not provide their own equipment or arrange for outside telecommunications services.

Departments will incur monthly charges for the services they use and may incur one-time charges for installation or modification of services. Estimates for recurring and non-recurring charges will be provided upon request. Departmental heads are responsible for reviewing the monthly bill for telephone services to ensure that charges are accurate.

Specialized services and equipment are available on a case-by-case basis.

Long Distance Calling

A Personal Billing Number (PBN) is required to make off-campus long distance or International calls and is only provided to faculty and staff. PBNs are assigned by CIT Telephone Services. PBNs must be kept secure and must not be shared with other faculty/staff members. Personal long distance telephone calls are not to be charged to College telephones. Departments are responsible for reviewing long distance charges each month.

NOTE: Report billing discrepancies, suspected fraud or other problems to CIT Telephone Services.

Calling Cards

CIT issues calling cards to enable faculty/staff to place work-related long-distance calls when away from campus, according to the following guidelines:

- Calling cards must be handled securely at all times. Departments are responsible for all charges billed to calling cards issued to their faculty/staff.
- Individual calling cards must not be utilized by more than one faculty/staff member.

Cellular Phones

Please visit the [Cellular Phone Policy](#) for policy specific to cellular phones.

Cellular Telephone Use While Driving

By Executive Order, the Governor of New York State has issued a directive that all New York State employees are prohibited from utilizing a hand-held cellular telephone while operative a motor vehicle. In this regard, SUNY Geneseo requires its employees to comply with this directive.

Voice Services Reimbursements (Misuse and/or Abuse)

Payments (check, money order, or cash) for reimbursement of personal calls should be forwarded to CIT Telephone Services for processing (South 119) (unless noted otherwise by Accounting). Checks and money orders are to be made payable to SUNY Geneseo.

Disclosure

Disclosure of the Voice Service Policy will be made annually via the AllStaff email list serve by the CIO. The disclosure will also be provided to every employee as services are requested. The complete policy will also be posted on the campus website.

Compliance

Any employee assigned a voice service who fails to comply with the SUNY Geneseo's voice services policy may have such services suspended or revoked and may be subject to disciplinary action.