A. INTRODUCTION

The purpose of this policy is to provide guidelines for the proper use of telephone and
smart / cellular telephone services at CU Denver and CU Anschutz. Circumstances covered by the policy include, but are not limited to, use of CU Denver | Anschutz telephones, cellular telephones, and the telephone network for making chargeable telephone calls, use of a CU Denver | Anschutz provided telephone calling card, and personal billing numbers (PBN) for international long distance access.

This policy applies to all customers of CU Denver | Anschutz Information Technology Services (ITS) Office of Information Technology (OIT), including external customers using ITS-OIT services or products. It is the responsibility of individuals involved in the administration and/or use of telephone and cellular telephone devices to assure that no violation of this policy occurs.

B. DEFINITIONS

1. Carrier is a company or companies providing telephone services including long distance and telecommunication connectivity.

2. Cellular Carrier is a company or companies providing cellular telephone services.

3. Cellular-Smart or Cellular Telephone is a portable or mobile telephone whether personally owned or owned by CU Denver.

4. Fund Administrators are the Chancellor, the Deans, the Vice Chancellors, Associate and Assistant Vice Chancellors, and the Controller.

5. Fund, Organization, Program, and Project (FOPP) are chart fields assigned in the University of Colorado financial system.

6. Monthly Recurring Charge (MRC) is a fee charged on a monthly basis for use of a service or product.

7. Personal Billing Number (PBN) is a code issued by CU Denver | Anschutz ITS OIT Services-Finance and Admin (F&A) allowing the caller to make a toll international calls and have the charges for the call billed back to the caller’s department.

8. Procurement Card is a credit card issued to an authorized individual within each CU Denver department for small dollar (under $5,000) purchases.

9. Speed Type is an eight-digit number that is an abbreviated version of FOPP’s chart fields in the PeopleSoft financial system.

10. Telephone Calling Card is a credit card issued by ITS Finance allowing toll calls to be charged to a department.
A **Toll** is an expense incurred for making an international telephone call.

### C. POLICY STATEMENTS

CU Denver and CU Anschutz management is responsible for assessing the need for all CU Denver | Anschutz paid telephone services in this policy. Job responsibilities such as after-hours duty, work at multiple locations, and overall need for mobile communication should be considered before telephone services like Personal Billing Numbers (PBNs) or calling cards for international long-distance calling, or cell phones for mobile accessibility are granted to an employee. These services should not be granted as a mere convenience for employees, but should have a legitimate business purpose and be work related.

1. **Allowable Charges**
   a. Personal Long-Distance Calls Charged to CU Denver | Anschutz Telephone
      i. Personal long-distance calls charged to a CU Denver | Anschutz are prohibited. **If a call must be placed, the call must be charged to an employee’s personal telephone credit card or to a number other than a CU Denver telephone number (i.e. the employee’s home telephone, etc.).**
   b. Personal Long-Distance Calls Charged to CU Denver | Anschutz Calling Card
      i. The use of a CU Denver | Anschutz calling-card PBN for personal use is prohibited.

2. **Telephone Charges and Tolls**
   a. Monthly Recurring Charges (MRC)
      i. CU Denver | Anschutz telephony customers pay MRCs to cover costs associated with providing local telephone service. MRCs cover only local calls and long distance services. They do not reflect toll (long distance) international toll charges. MRCs are typically set at the beginning of each fiscal year.
   b. Personal Billing Number
      i. **Making Long Distance Calls On Campus:** Long distance phone calls made from on campus require dialing a personal billing number (PBN) prior to the call being connected. Toll charges incurred by PBN are billed on a monthly basis by ITS-OIT. Finance. Departments are responsible for all charges incurred by their respective PBNs.  
      ii. **Obtaining a PBN:** PBNs are obtained by departments from ITS-OIT Finance by completing a “Personal Billing Number Request and Correction Form” (see Exhibit A).

3. **Calling Cards**

   **Making Long Distance Calls Off Campus:** Long-distance phone calls made off campus
may require a calling card. Toll charges incurred by calling card are billed on a monthly basis by ITS Finance. Departments are responsible for all charges incurred by their respective calling cards.

Obtaining a Calling Card: CU Denver | Anschutz telephone credit cards are obtained by departments from ITS Finance by completing a “Calling Card Request” (see Exhibit B).

4. **Lost, Compromised, or Stolen PBN’s or Calling Cards**

Lost, compromised, or stolen PBNs or calling cards must be immediately reported to ITS Finance | OIT Service Desk at (303) 724-0479 or 0475 4357 (HELP).

5. **Smart / Cellular Phones**

   a. **Acquisition**

      i. The CU Procurement Service Center (PSC) serves as the contracting authority overseeing the relationship between CU Denver | Anschutz and the cellular telephone carriers. CU Denver | Anschutz departments interested in obtaining a hand-held, transportable, or installed mobile telephone should contact the Procurement Service Center for information regarding the types of equipment available through this program and the program’s requirements.

   b. **Use**

      i. **General Use:** Cellular phones purchased by the university are for business only and their use should be minimized as much as possible. For instance, such uses as message pickup should be handled through a regular phone line, not by cell phone. The phone may not be lent to anyone unless directed by a supervisor or part of a shared service – i.e. on-call care providers who share one single phone number that ties to the Service not the provider. Staff should note the request and the time the phone is out of their possession. If a phone is lost or damaged, the employee may be liable for replacement or repair.

      The cell phone purchase must comply with the University Procurement Procedural Statement, “Personal Technology and Telecommunications.”

      ii. **Roaming Long Distance Charges:** Long distance and roaming charges are generally not permitted on university cellular phones without prior permission from the supervisor. Roaming charges can occur when the cell phone may have a weak signal from its own transmission system and seeks a stronger connection on a different transmission system. Most cell phones have a code that can be input to prevent this type of roaming charge.

   c. **Allowable Reimbursement of Charges**

      i. **Official Business:** The individual departments may reimburse employees who use their personal cellular phone for official business.
The reimbursement procedure and rate is governed by the Procurement
Procedural Statement Personal Technology and Telecommunications.
It is understood that the employee will endeavor to place business
related calls in a manner that does not require an expense to their
department whenever possible.

ii. Personal Use of University Mobile / Cellular Phones: Employees will
reimburse their department for non-business use of cellular telephones
when costs are in excess of the minimum basic service. Costs not
exceeding the minimum basic service will not be chargeable to the
employee.

Notes

1. Dates of official enactment and amendments:
   First adopted on May 6, 2003
   July 1, 2010: Approved updates by Assistant Vice Chancellor.
   July 1, 2019: Revised

2. History:
   Modified on September 6, 2018 to reflect a 2018 Campus-wide effort to recast and
   revitalize Campus policy sites into a standardized and more coherent set of chaptered
   policy statement organized around the several operational divisions of the university.
   Article links, format, and University branding updated by the Provost’s office.
   July 1, 2019: Updated to reflect changes in technology and the shift of Personnel Billing
   Numbers (PBNs) to international dialing only. Nation-wide long distance from CU
   Denver | CU Anschutz phones are now included within the monthly recurring charges for
   basic phone service. Calling cards have also been eliminated in (nearly) all situations and
   am updating this policy to reflect that.

3. Initial Policy Effective Date: May 6, 2003

4. Cross References/Appendix:
   University Policy Framework and Hierarchy: