A. Introduction

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

2. Reference
   C.R.S. 18-9-309. Telecommunications Crime
   C.R.S. 18-5.5-102. Computer Crime
   Procurement Procedural Statement Personal Technology and Telecommunications

3. Applicability
   This policy applies to all customers of UC Denver Information Technology Services (ITS), including external customers using ITS services or products.

4. Responsibility
   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.

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C. Definitions

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

2. Cellular Carrier is a company or companies providing cellular telephone services.
3. Cellular Telephone is a portable or mobile telephone whether personally owned or owned by UC 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 UC Denver Information Technology (ITS) Services Finance allowing the caller to make a toll call 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 UC 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.

11. A Toll is an expense incurred for making a telephone call.

D. Policy

UC Denver management is responsible for assessing the need for all UC Denver 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 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 UC Denver Telephone
      Personal long distance calls charged to a UC Denver telephone number 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 UC Denver telephone number (i.e. the employee’s home telephone, etc.).

   b. Personal Long Distance Calls Charged to UC Denver Calling Card
      The use of a UC Denver telephone calling card for personal use is prohibited.
2. Telephone Charges and Tolls
   
a. Monthly Recurring Charges (MRC)
   UC Denver telephony customers pay MRCs to cover costs associated with providing local telephone service. MRCs cover only local calls and services. They do not reflect toll (long distance) charges. MRCs are typically set at the beginning of each fiscal year.

b. Personal Billing Number
   
   (1) 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. The PBN allows ITS Finance to charge the toll to the correct speed type. Toll charges incurred by PBN are billed on a monthly basis by ITS Finance. Departments are responsible for all charges incurred by their respective PBNs.

   (2) Obtaining a PBN. PBNs are obtained by departments from ITS Finance by completing a “Personal Billing Number Request and Correction Form” (see Exhibit A).

3. Calling Cards
   
a. Making Long Distance Calls Off Campus. Long distance phone calls made off campus may require a calling card. Calling cards allow ITS Finance to charge the toll from the off campus call to the correct speed type. 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.

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

4. Lost, Compromised, or Stolen PBNs or Calling Cards
   
   Lost, compromised, or stolen PBNs or calling cards must be immediately reported to ITS Finance at (303) 724-0479 or 0475.

5. Cellular Phones
   
a. Acquisition
   The CU Procurement Service Center (PSC) serves as the contracting authority overseeing the relationship between UC Denver and the cellular telephone carriers. UC Denver departments interested in obtaining a hand held, transportable, or installed mobile telephone should visit https://www.cusys.edu/psc/purchasing/howtobuy/cellular_pda_services.htm or contact the Procurement Service Center for information regarding the types of equipment available through this program and the program’s requirements.
b. **Use**

(1) **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. 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”. [https://www.cusys.edu/psc/procedures/PPS/PPS_Personal_Technology.pdf](https://www.cusys.edu/psc/procedures/PPS/PPS_Personal_Technology.pdf) - Should we link to this? Or just a general statement and link the PSC – The cell phone purchase must comply with the University’s procurement rules, see [https://www.cusys.edu/psc/procedures](https://www.cusys.edu/psc/procedures).

(2) **Roaming and 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**

(1) **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.

(2) **Personal Use of University 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.