



Campus Administrative Policy

Policy Title: Telephones / Telephony Services

Policy Number: 5003 Functional Area: Information Technology

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Supersedes: Telephones (May 6, 2003)

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Applies to: CU Anschutz
CU Denver

A. Introduction

The purpose of this policy is to provide guidelines for the proper use of telephone and smart / cellular telephone services at the CU Denver Campus and CU Anschutz Medical Campus (“the university”).

Circumstances covered by the policy include, but are not limited to, use of university telephones, cellular telephones, and the use of university-provided personal billing numbers (PBN) for international long distance access.

This policy applies to all customers of the university Office of Information Technology (OIT), including external customers using 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. Smart or Cellular Telephone is a portable or mobile telephone whether personally owned or owned by CU Denver Campus.
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 university OIT

Finance and Administration (F&A) allowing the caller to make 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 Campus 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. A Toll is an expense incurred for making an international telephone call.

C. Policy Statement

University management is responsible for assessing the need for all university 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) 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 university telephone
 - 1) Personal long-distance calls charged to the university are prohibited.
 - b. Personal Long-Distance Calls Charged to university Personal Billing Number (PBN)
 - 1) The use of a university PBN for personal use is prohibited.
2. Telephone Charges and Tolls
 - a. Monthly Recurring Charges (MRC)

- 1) University telephony customers pay MRCs to cover costs associated with providing local telephone service. MRCs cover only local calls and domestic long distance services. They do not reflect international toll charges. MRCs are typically set at the beginning of each fiscal year.
- b. Personal Billing Number
 - 2) Making Long Distance Calls on Campus: International 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 OIT Finance. Departments are responsible for all charges incurred by their respective PBNs. All domestic long distance phone calls made from on campus are open without the need for a code.
 - 3) Obtaining a PBN: PBNs are obtained by departments from OIT Finance by completing a [“Personal Billing Number Request and Correction Form”](#) (see Exhibit A).

3. Lost, Compromised, or Stolen PBNs

Lost, compromised, or stolen PBNs must be immediately reported to OIT Service Desk at (303) 724-4357 (HELP).

4. Smart / Cellular Phones

- a. Acquisition
 - 1) The CU Procurement Service Center (PSC) serves as the contracting authority overseeing the relationship between university and the cellular telephone carriers. University 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
 - 1) General Use: Cellular phones purchased by the university are for business only and their use should be minimized as

much as possible. 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.”

- 2) 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

- 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 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:
May 6, 2003: Adopted
July 1, 2010: Approved updates by Assistant Vice Chancellor
July 1, 2019: Revised
2. History:
September 6, 2018: Modified to reflect a Campus-wide effort to recast and revitalize Campus policy sites into a standardized and more coherent set of chaptered policy statements organized around the several operational divisions of the university. Article links, format, and University branding updated by the Provost's office.
July 1, 2019: Changes in technology & the shift of Personnel Billing Numbers (PBNs) to international dialing only. Nation-wide long distance from university 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:
 - [Exhibit A: Personal Billing Number Request and Correction Form](#)