

TSWELOPELE LOCAL MUNICIPALITY



TELEPHONE MANAGEMENT SYSTEM POLICY

APPROVED:
COUNCIL RESOLUTION NO.
(TO BE APPLICABLE FROM THE :)

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1. INTRODUCTION

It has been revealed that telephone calls are one of the major expenses of Tswelopele Local Municipality. This is mainly due to the high number of calls made, both "private" and "official". This is notwithstanding the fact that Council has installed a new VIOP with intend to reduce telephone costs.

Council will at all times strive to keep telephone expenditure within limits, as well as to reduce low productivity resulting from private calls including time spend on official calls.

2. PURPOSE

The purpose of the policy is as follows:

- To ensure the effective and efficient use of municipal telephone equipment;
- To curb the abuse of municipal telephones by officials of the Council;
- To reduce telephone costs;
- To prevent the use of municipal telephones by unauthorised persons;
- To introduce corrective measures for officials who fail to observe the guidelines stipulated in the policy;
- To introduce a budget per telephone extension, the amount of which shall depend on the nature of work performed by the official concerned.

3. APPLICATION OF THE POLICY

This policy shall apply to all users of the Municipal telephone system, regardless of position or designation.

4. TELEPHONE USAGE CONTROL MEASURES

4.1 The Council shall determine which employees may have direct telephone lines to their offices, for use in connection with the performance of their official duties.

4.2 It shall be at the discretion of the Council to provide an electronic device for the monitoring of all outgoing telephone calls.

4.3 Each user shall be able to identify private calls made by him / her at the end of each month, and the official may request a print-out of all calls made from the Telephone Management Systems (TMS) Operator.

4.4 No staff member shall make a call on behalf of, or allow any unauthorised person to make a private telephone call, from either a private telephone line or from the switchboard of the Municipality.

4.5 Each head of department shall determine category of users according to levels of telephone usage and shall allocate a monthly budget according to each such category.

4.6 Each head of department shall assign each user to a category and monthly budget (usage limit) and any user who is not satisfied may request his or her head of department to review his / her limit.

4.7 A user shall not exceed the budget to which he / she is assigned and when such user reaches the budget allocated to his / her category, his / her telephone line shall be barred.

4.8 The “barred” telephone user will continue to receive incoming calls but will not be able to call out.

4.9 Notwithstanding Clause 4.7, the heads of departments of the users may request for the lifting of the “bar” of the official who have exceeded the limit to the Director Corporate Service, who is responsible for the Telephone Management System (TMS), if that user demonstrates (motivate) that there are exceptional circumstances which justify the budget being exceeded.

4.10 Abuse of telephone shall be strictly disallowed and condemned at all times.

5. TELEPHONE ETIQUETTE

5.1 All users must observe generally accepted telephone etiquette and must refrain from using obscene language.

5.2 Incoming calls must be handled with courtesy and should be directed to relevant people or departments.

6. TELEPHONE ACCOUNTS

6.1 Monthly telephone statement of account shall be issued on a request basis by the Telephone Management Systems (TMS) Operator.

6.2 The Municipality shall issue a monthly statement to each employee on the 25th of every month and each employee will need to indicate private and official calls made by him / her and bring the statement back to Corporate Service Department on or before the 5th of the next month.

6.3 The private calls made by an employee will be deducted from an employee's salary and the amount will be shown on the employee's payslip.

6.4 An employee who fails to bring his or her telephone account back on or before the 5th of the next month, the total amount (private- and official calls) will be deducted from his / her salary.

7. PROTECTIVE MEASURES

7.1 Employees will be provided with Personal Identification (PIN) numbers.

7.2 These numbers will provide security to telephone users, since the budget allocated is linked to a particular PIN number.

7.3 The PIN number may be used to call from any extension and the relevant account will be automatically charged.

7.4 Individual users shall protect their PIN numbers to obviate misuse by other users.

8. COMMENCEMENT OF POLICY

This Policy will come into effect on the date of adoption by Council or any other date as decided by Council.