Long Distance Phone Usage

Purpose

To address long-distance telephone use by employees of The University of Texas at El Paso. It is set in place to comply with UT System Board of Regents and The University of Texas at El Paso Policies and Procedures. These procedures ensure that no personal long-distance telephone calls are charged to a University of Texas at El Paso account.

Policy

It is policy of the University that personal long-distance calls may not be charged to University accounts.

Procedures

Each department head determines the level of accessibility of long-distance within their department. Phones may be blocked for long distance with either a requisition or call placed through the Information Technology (IT)-Help Desk for any direct extension. Phones may be blocked with long distance access by use of a FAC (force authorization code). An IT-Telecom employee will assign an 11 digit code unique to an assigned extension to use for long distance.

At the end of each month IT issues a log of all long distance calls placed to each department broken down by individual phone extension. The following is an example of the steps taken to ensure all charges are for official University business:

- Review names of callers to ensure the charge is to the correct department
- Check dates and times of calls placed to ensure calls were made within normal business hours and on normal days of business
- Have extension owner sign and certify that “all the phone calls listed are legitimate business calls and not of a personal nature.”
  - May attach a signature line for approval and date on owner extension
- File certification and call log(s) with the SOA for the appropriate account as supporting documentation for the charge to the account

Personal long-distance calls from University telephones should be made by using only personal telephone calling cards, collect calls, toll-free numbers or third-number billing. If a personal long-distance call is inadvertently charged to a University account, the individual should immediately reimburse the University for the toll charge.

Applicability

- This policy applies to all University employees.
- It is the employee’s responsibility to verify charges made in their name.
- Each Department Head is responsible for review of all long distance charges to their accounts.

Definitions

- **Statement of Account (SOA)** – The statement of account is a report distributed by General Accounting Services (no later than the 15th of the month for the previous month) which details all activity in the account for a given month and is issued only when there is activity in the account.
- **Force Authorization Code (FAC)** – The force authorization code is an IT-Telecomm 11 digit code unique to an assigned extension that allows the extension to place long-distance phone calls.
- **IT** – Information Technology
- **Long-distance telephone usage abuse** is the unauthorized use of long distance telephone services. It includes not only those who steal authorization codes and use or sell them to others, but also any University employee who uses the University’s long distance system for purposes other than official business.