University Policy 8090

Telephone Services

Effective Date
July 1995

Last Revision Date
January 19, 2023

Responsible Party
Office of Information Technology, (208) 426-4357

Scope and Audience
This policy applies to departments and end-users of University telephone services.

Additional Authority
• Communications Act of 1934 (amended)
• The Electronic Communications Privacy Act
• Kari’s Law
• RAY BAUMS’s Act

1. Policy Purpose
To outline the Office of Information Technology (OIT), department, and end-user responsibilities related to University telephone services.
2. Policy Statement

Boise State University provides telephone services based on cost-effective practices that comply with government rules and regulations. This policy guides decisions to ensure quality service to the University community in a cost-effective manner while setting expectations that telephone services are intended to be used for conducting official University business.

3. Office of Information Technology Responsibilities

a. Manage telephone services and other telecommunications resources.

b. Negotiate telephone services contracts on behalf of the University.

c. Maintain compliance with all applicable laws and policies.

d. Centrally manage and administer all equipment and services under the direction of the Vice President and Chief Financial Officer.

e. Maintain procurement, pricing, and end-user guides at OIT Telephone Services.

f. Provide monthly departmental bills for telephone services. Monthly charges for telephone devices in use by a department will include long distance and international calls incurred by the department.

g. Extend the telephone infrastructure.

h. Administer the telephone numbering plan.

4. Department and End-User Responsibilities

a. Personal use of telephone services that do not incur additional charges may be permitted in moderation, subject to departmental guidelines, restrictions, and supervisor approval.

b. Department guidelines must reflect that an employee’s first responsibility is to their work assignments and personal use of telephone services may not result in additional costs to the University.
5. Policy Non-Compliance

a. Suspected violations of this policy should be reported to the appropriate supervisor, department head, Dean, Vice President, or to OIT.

b. Reported violations will be evaluated on a case-by-case basis and may result in:

- Referral to Human Resources for employee violations, which may result in discipline, up to and including dismissal
- Civil and/or criminal liability

6. Related Information

Kari’s Law and RAY BAUM’s Act Information

OIT Telephone Services
https://www.boisestate.edu/oit-phones/

Revision History

January 2016; January 19, 2023