

VILLAGE OF EMPRESS

Title: Telecommunications Policy	Policy Number: 12-02
Effective Date: August 15, 2013	Review Date: October 2018
Amended: November 22, 2018	

Telecommunications Policy

Intent

The purpose of this policy is to govern the acquisition, usage, and management of land-line telephones, wireless cellular phones, BlackBerry devices, and other various telecommunications devices intended for the Village of Empress business use by the organization's employees. In addition, this policy outlines appropriate standards, guidelines, and procedures for appropriate use, reimbursement policies, and other issues.

It is also the purpose of this policy to protect corporate resources, protect employee safety, manage communications costs, and help minimize corporate liability.

Scope

This policy governs all Village of Empress employees (FTEs, PTEs, contractors, freelance workers, etc.) who use company- or personally-owned land-line telephones, cell phones, Black Berry devices or any other form of telecommunications device for the purpose of conducting Village of Empress business and operations. Village of Empress reserves the right to revoke telecommunications privileges at any time should it deem necessary to do so.

Village of Empress's CAO has sole discretion over the distribution, configuration, and security measures of telecommunications devices and related technology. If any non-approved devices, installation, or usage of such technology is discovered, the CAO reserves the right to remove and/or deactivate them immediately.

Definition

Telecommunications devices shall be defined as any device capable of transmitting speech (e.g. land-line telephone, cellular phone, computer equipped with Skype, etc.), and any other form of communication (e.g. email, text message, internet access, etc.), via standard land-line, cellular network, or internet access (wired or wireless).

Guidelines

Eligibility

Possession and use of a company-owned and supported telecommunications device is a privilege, not a right. Employment at the Village of Empress does not ensure eligibility. Any employee requiring the use of a telecommunications device must receive prior approval from CAO via an approved business case, application, or other channel stating why the employee needs such technology to fulfill his or her job duties.

Eligible employees may use personally-owned cell phones, BlackBerry devices or other forms of telecommunication provided that each device is submitted to the CAO for inspection of security features and any required compatibility with company systems.

All expense forms for reimbursement of cost incurred due to business calls made on company- or personally-owned devices must be submitted to Village of Empress's CAO. It is the user's responsibility to ensure that all monthly service statements are submitted on time for proper reimbursement.

Appropriate Use

Telecommunications devices and service packages used to conduct Village of Empress business must be used responsibly, ethically, and cost-effectively. Therefore, the following policy statements must be adhered to at all times:

- Village of Empress employees that use any telecommunications device for Village of Empress business are expected to adhere to our Standards of Conduct Policy, and maintain their professionalism at all times.
- Some employees may need to use personally-owned devices to conduct Village of Empress business. In such cases, Village of Empress will provide an allowance of up to \$35 per month for employees who must use his/her personal device for work purposes, subject to the following conditions:
 - The CAO must first authorize the employee to use his/her personal telecommunications device for conducting Village of Empress business. The authorization form must be signed by the employee's supervisor and submitted to the CAO.
 - For users with personally-owned cell telecom devices being used for business purposes, the monthly allowance shall not exceed the employee's monthly plan fees.
 - Village of Empress will pay an allowance equal to either the employees' monthly plan or \$35 per month, whichever is less. The personal device requirement allowance will be paid out once per month.
- Personal use of company-owned telecom devices is prohibited except in response to family emergencies or unforeseen work schedule changes, and only

when it is impossible or unreasonable to use a landline telephone, public pay phone, or personal phone.

- All text messages, and emails sent from company owned or approved telecom devices must adhere to Village of Empress Email Policy and Procedures.
- Village of Empress will not reimburse employees for any and all personal calls, emails or text messages made or received using a personally-owned device that has been approved to conduct company business.
- Neither company- nor personally-owned telecom devices intended for business use may be used to conduct illegal transactions, harassment, or any other unacceptable behavior.
- Employees are prohibited from making or receiving any personal long-distance calls on any company-owned telecom device for any reason.
- Employees are strictly forbidden to make or receive business calls, text or send emails on a telecom device while operating a motor vehicle, whether that vehicle is personally-owned, company-owned or leased or rented by the company. This includes both company- and personally-owned cell phones and hands-free devices.
 - Exceptions to this policy statement may be made in the case of extreme emergencies, such as an accident, vehicle failure, or other imminent danger. Nevertheless, it is strongly suggested that drivers pull over safely and park before making a cell phone call.
- Whenever a company-owned cell phone is damaged, lost, or stolen, such incidents must be reported immediately to the CAO
- Many telecommunications devices, e.g. iPhone, BlackBerry and other cellular phones may be used to access the internet. Village of Empress employees that use either company owned and operated or personal and approved telecommunications devices to access the internet during normal working hours for business purposes are subject to the policy and procedures outlined in our Internet Acceptable Use Policy.
- Many telecommunications devices, e.g. iPhone, BlackBerry, and other cellular phones may be used as Removable Media Devices Village of Empress employees are subject to the policy and procedures outlined in our Removable Media Device Policy. Any theft of, or damage caused by virus, Trojan horse, etc. to sensitive information, or intellectual property of Village of Empress will be subject to disciplinary action up to and including termination of employment and possible legal action.
- Any employee that violates authorized user terms and agreements set forth in this policy, by making personal calls without remitting payment to Village of Empress, making long-distance calls, that is found to be in breach of professional conduct policy and procedures, or that is found to be stealing Village of Empress

owned and operated property will be subject to disciplinary action up to, and including termination of employment, and possible legal action.

- The abuse of Village of Empress telecommunications devices for personal use is strictly prohibited. The use of these devices during normal working hours for personal reasons (other than family emergency), constitute theft as the employee is using company paid time for personal reasons, adding additional cost to our service agreements, and creating additional overhead costs.
- Authorized telecommunications device users are responsible for reimbursing Village of Empress for the full costs of damaged, lost, or stolen devices and related accessories if they were damaged, lost, or stolen due to user negligence or neglect.
- Prior to termination of employment or job duties requiring cell phone use, each cell phone user must:
 - Reconcile all charges on his or her service account.
 - Ensure that service accounts are reconciled prior to departing the employ of Village of Empress.
 - Surrender his or her company-owned telecommunications device to the CAO.
- Service accounts in arrears after departure or termination of job duties requiring telecommunications device use will result in legal action being taken against the former device user.
- If the user does not return their company-owned device, he or she will be required to reimburse Village of Empress the price of the cell phone.

Acknowledgement & Agreement

I, _____, acknowledge that I have read and understand the Telecommunications Policy of the Village of Empress. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this Policy. I understand that if I violate the rules set forth in this Policy, I may face disciplinary action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____