

Virginia State University  
Policies Manual

Title: University Telephone Utilization

Policy: 5630

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**Purpose**

The purpose of this policy is to define how University provided telephone resources will be utilized for business and/or personal requirements.

**Authority, Responsibility, and Duties**

Vice Presidents for the respective departments shall be designated signature authority for the procurement of cellular telephones. The employee's Vice President must authorize the acquisition and use of cellular phones. The President is required to approve Vice President or Cabinet Members cell phones if provided by the University. The account manager may approve landlines.

**Definitions**

- a. Telephone equipment includes normal office telephones and cellular telephones.
- b. Telephone services include services associated with the management and control of these resources.
- c. Personal Identification Number (PIN) - A 7 digit number assigned by the University Telecommunications Services Office for use in placing toll calls such as long distance, community choice, and information/directory assistance.

**Policy Statements**

The Cellular Telephone Policy as outlined in the Commonwealth Accounting Policies and Procedures (CAPP) Manual governs the University Cellular Telephone Policy. This policy will apply in all circumstances regardless of the funding source. The President may approve an exception to the policy under certain conditions.

Virginia State University owned telephone equipment and services are intended for use in conducting official business for the University. Employees may use office telephone equipment for personal, non-business related matters if the calls are local or the employee is using an 800 number access calling card for toll calls. University provided cellular telephones are not to be used for personal use unless needed for a substantial emergency.

All University telephone equipment must be procured through the University Telecommunications Services (UTS) Office.

Consistent with State policy, employees using personally owned cellular telephones may be reimbursed for business calls when shown to be cost beneficial or out of necessity and the procedures outlined in this document are followed. Employees are not allowed reimbursement for calls using base minutes (minutes included in calling plan).

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**Policy Implementation Procedures**

A. Use of In-Office Telephone Equipment and Services

1. All Employees whose responsibilities require them to place calls must obtain a business pin by completing the "Long Distance PIN Request Form" (Exhibit A). The account manager of the account that will assume the related charges must sign the form. The assigned pin is only to be used for University business related calls.
2. Employees may use regular University telephones to make personal toll calls by using a calling card that has an 800-access number. Pre-existing past due personal UTS accounts will be subject to suspension of the pin code and payroll deductions. UTS no longer issues personal account/pin numbers.
3. The UTS Office will distribute detailed telephone statements to the assigned account managers on a monthly basis. Account managers should distribute them to end user for review. If in error any personal calls were made with a business pin code; they must be paid by the user in the form of cash, check or credit card. Payment should be taken to the cashier's office in Virginia Hall and credited to the respective Banner account. The account manager must retain a hard copy of the monthly statements in departmental files for a period of one year.

B. Assignment and Use of Cellular Telephone Equipment and Services

1. **Cellular Telephone Authorization and Procurement** – In order to obtain a University cellular telephone, the end user must complete a "Cellular Telephone Request/Authorization Form" (Exhibit A). The form must be signed by the respective account manager and approved by the President or his designee. Once approvals have been obtained, the form must then be submitted to the UTS Office.

Upon receipt of approved form, the UTS Office will order the equipment and service requested. When the equipment arrives, the user will be notified to pick up the equipment in the UTS Office and the user will then be required to sign the User's Statement of Understanding at the bottom of the request form. The User's Statement of Understanding is the user's acknowledgment and acceptance of responsibility for the equipment and usage policy.

2. **University Provided Cellular Telephones** – Cellular telephones provided by the University are to be used for business related calls only. Personal calls are strictly prohibited. Should a personal call be made in an emergency situation, reimbursement for the cost of the call is to be made through the UTS Office.

Users will receive a listing of their calls on a monthly basis. Users will review all calls and must substantiate all calls placed on the phone as business or personal. Business calls must list the purpose of the call and include participating parties in the call per IRS regulations section 274(d)(4) and 280F (d)(4). Users will then sign a copy of the listing and return it to the UTS Office and remit any personal telephone charges. Frequent personal use, as determined by the University Telecommunications Office, of a University cellular telephone will result in termination of services and the equipment must be returned to the UTS Office. Delinquent personal call charges are subject to termination of cellular service and payroll deduction from the employee who is assigned the cell phone for which the calls were made from.

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3. **Employee Provided Cellular Telephone Usage** – With prior approval from the Account Manager and Vice President, an employee may use their personal cellular telephone for business purposes and they may be reimbursed for business related calls. The employee must be able to clearly identify that the call was for business and that the call was cost beneficial or out of necessity (a call listed as “incoming” is not clearly identifiable and therefore will not be reimbursed). An itemized cellular telephone statement must be submitted with the reimbursement “Check Request” form (Exhibit C) and the following guidelines must have been met:
  - a. A “Business Related Telephone Call Reimbursement Pre-Authorization Form” (Exhibit D) from the account manager must be on file in the UTS Office before any reimbursement can be processed.
  - b. If base minutes for the plan or “free minutes” are used for business calls, reimbursement will not be authorized.

All Reimbursement / Check Request vouchers must be sent to the UTS Office for verification. The UTS Office will forward the reimbursement requests to Invoice Processing following verification.

4. **Cellular Stipend Program** - To eliminate the need for extensive reviews, employees may request to enter the Cellular Stipend Program. Under this program, the employee will receive a predetermine amount each pay period to offset the cost of using their personal cellular devices for University business. To be approved for the program, the employee must submit a Cellular Stipend Request and Employee Agreement Form (Exhibit E) and a Form A21 with the necessary approvals. Approvals by the Dean, Associate VP or Director of the department where the employee resides and by the Vice President for the area are required. Vice Presidents entering the program must have Presidential approval. Once approved, forms will be submitted to the UTS Office for tracking and then to Human Resources / Payroll for the required action.

Once approved, users of this program must submit their personal cellular contact information to their department for which the service was needed and to the UTS Office for tracking. A periodic review will be completed by the UTS Office to ensure the service for which the stipend is being paid remains in service. Should the UTS Office find the service for which the stipend is being paid has been disconnected, UTS will immediately submit an A21 to Human Resources / Payroll to terminate the stipend and notify the appropriate manager.

Should an employee transfer to a different department, a new Cellular Stipend Request and Employee Agreement form and A21 Form will have to be submitted from the new department if cellular service is a requirement of the position. If new approved forms are not submitted, the stipend will be terminated.

Should an overpayment of a stipend occur, the amount of overpayment will be deducted from the employee’s next pay check or sent to the state’s Debt Setoff Program for recovery.

The employee is solely responsible for the costs of associated equipment and fees such as early termination fees and all related charges for their personal cellular accounts. The stipend is a taxable addition to an employee’s pay to cover the business related use on an employee’s personal cellular device.

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**Commonwealth of Virginia Information Technology Resource Management Policies:**

- University Email on Smartphone's:
  - All connections to the University's email servers must be secure.
  - To access VSU email on a Smartphone it will need to utilize an email application that supports secure connections through the Secure Sockets Layer (SSL) protocol, all other protocols are not submitted.
  - Connections for Smartphone's are offered both on and off campus through the website: <http://webmail.vsu.edu>.
  - Mass forwarding of Email from a University account to non-University account is prohibited; this includes email accounts provided by your Smartphone service provider.
  
- Campus network access:
  - Smartphone network access will only be supported on the guest network.
  - Personally owned devices are not permitted to be connected to University resources such as computers, laptops, or printers through any means. This includes, but not limited to, docking, tethering, wireless, or Bluetooth technology for making the connection.
  
- Information Security:
  - The storage of any University data on a Smartphone is prohibited. This requirement is due to records retention and Freedom of Information Act (FOIA) complexities, as well as the associated information security risks.
  - Monthly, a random sampling of University Email accounts belonging to anyone that receives a stipend will be performed to verify that mass forwarding rules have not been activated on their account. This verification will be not be intrusive or involve someone reading Emails within an account.
  
- Incident Response:
  - In the event a non-University owned or leased Smartphone used for University business is involved in the investigation of a security incident, the employee may be required to release the device to law enforcement or the Chief Information Security Officer (CISO) for forensic purposes.
  - The CISO is obligated to report any illegal activity uncovered during a security incident investigation, whether the activity is related to the incident being investigated or not.
  - While all investigations are confidential, the employee concedes any expectation of privacy related to information stored on a personally owned Smartphone involved in a security incident.

**References**

Commonwealth Accounting Policies & Procedures, Volume No. 1, Function No. 2000 General Accounting, Section No. Cash Disbursements Accounting, Topic No. 20310, Topic – Expenditures Dated July 2003.

Internal Revenue Service, Federal, State and Local Governments, Employee Cell Phones, Dated December 03, 2008

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COV ITRM Standard SEC511-00, sections 2.2 (2, 3), and 3.2

COV IRTM Standard SEC501-10, sections 6.2.2.(2, 3, 5)

Approved By: \_\_\_\_\_



President

Date: \_\_\_\_\_

3-23-10

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Revised 01/2010

# Virginia State University

## Directory Addition / Change/ Long Distance Pin Request Form

Please complete the information below and return this form to the University Telecommunications Services Office (UTS), Box 9413 for processing. Your name will be added to the People Finder Directory located on VSU's Webpages. If authorized by your account manager, you will also be issued a long distance pin code to be used for **BUSINESS CALLS ONLY**. You should receive your code via campus mail within 4 business days. If you have not received your code within this timeframe, please contact us at extension 5300. You may also fax this form to extension 5576.

ADD/ NEW       CHANGE       DELETE

Prefix  Full Name:   
(Dr., Ms., Mrs., Mr., etc)

Department:

Extension:  Fax#:

Title:

Email address:  @ vsu.edu

P.O. Box #:

Building:  Room#:

I request for the above employee to be assigned a long distance pin code for administrative purposes. I authorize the charges for this code to be placed against the Banner account number designated below.

Requested By:    
Account Manager's Signature      Banner Account #

### UTS USE ONLY

Administrative Pin Code Assigned:  Date:

Added to People Finder Directory by:  Date:

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**Cell Phone Request Form / Information Sheet**

Cell Phone Number:  Banner Account:

User's Name:

Calling Plan:

Service Provider:  
 Alltel  
 Nextel  
 Other (Please Specify \_\_\_\_\_)

Phone Manufacturer:  
 Motorola  
 Samsung  
 Nokia  
 Kyocere  
 Audiovox  
 Other (Please Specify \_\_\_\_\_)

Phone model/ Serial #

Please explain why this employee needs a University Provided Cell Phone:

Account Manager's Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Vice President's Approval: \_\_\_\_\_ Date: \_\_\_\_\_

User's Statement of Understanding:

As the assigned user of the cellular equipment and service stated on the above form, I understand that this service is to be used for business related calls ONLY as it pertains to Virginia State University. I also understand that I am personally responsible for the safeguarding of the equipment issued to me by Virginia State University for this service. I also understand that if it is determined that I was negligent in the keeping of said equipment that I could be held financially responsible for the replacement of the equipment. I further understand that upon termination of my employment all cellular equipment issued to me by the University must be returned to the Telecom Office. Failure to return any equipment or to pay for any personal telephone calls will result in an automatic payroll deduction from my paycheck and/or subject your liability to a collection agency, State Debt Set Off, or other University collection efforts.

User's Signature: \_\_\_\_\_ Date: \_\_\_\_\_





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**Pre -Authorization Form  
Business Related Cell Call Reimbursement**

Requestor's Name: \_\_\_\_\_ Date of Request: \_\_\_\_\_

User's Cellular Number: \_\_\_\_\_ Banner Account Number: \_\_\_\_\_

Justification for reimbursement: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Requestor' Statement of Understanding:

As the requestor named above, I understand that I will not be reimbursed for business related calls that are a part of my included minutes of my base plan with my cellular provider. I further understand that I will not be reimbursed for any call listed as "incoming" as they are not clearly identifiable as business related calls. I maintain that using my personal cell phone for occasional business related calls would be more cost efficient to the University I understand I must submit a complete call listing from the cellular provider and a check request form to the UTS office for the month I am requesting reimbursement and that all business related calls are clearly identified on the listing. I also understand that this pre-authorization is only good through the end of the current fiscal year and that I must submit a new one at the beginning of each fiscal year beginning July 1.

Requestor's Signature \_\_\_\_\_ Date \_\_\_\_\_

Approval Signatures:

Account Manager \_\_\_\_\_ Date \_\_\_\_\_

Vice President \_\_\_\_\_ Date \_\_\_\_\_

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Cellular Stipend Request and Employee Agreement Form

Revised: June 2010

**Section 1: Employee Information**

Employee Name \_\_\_\_\_ Employee ID # \_\_\_\_\_  
Employee E-mail \_\_\_\_\_ Contact Phone # \_\_\_\_\_  
Department Name \_\_\_\_\_ Banner Acct # \_\_\_\_\_  
Supervisor \_\_\_\_\_ Supervisor Phone # \_\_\_\_\_

**Section 2: Cell Phone Allowance Request**

- Standard Voice Level \$50.00 (\$25.00 per pay period)  
 Blackberry Standard + data \$80.00 (\$40.00 per pay period)  
 Wireless Internet Service \$45.00 (\$22.50 per pay period)  
 Other \$ \_\_\_\_\_ (\$ \_\_\_\_\_ per pay period)

Total Monthly Amount \$ \_\_\_\_\_ Total PER PAY PERIOD \$ \_\_\_\_\_

Banner Account to be charged \_\_\_\_\_

**Section 3: Justification**

- Safety Duties  
 On-Call Required  
 Critical Decision Maker  
 Frequent Out of Office Duties  
 Emergency Management Team  
 Home/Off Campus Internet required  
 Other (Please provide justification) \_\_\_\_\_

**Section 4: Certification**

I certify that I will use the requested funds towards the business use of my personal cell phone service as designated above. I agree to secure voice and/or data services through the service provider of my choice and will in no way obligate Virginia State University for such service. I understand that equipment costs and other related fees such as early termination fees are not reimbursable by Virginia State University. I also understand that the stipend is taxable income and will be reported on my W-2 as such. I further understand that Virginia State University is not responsible for the tax consequences of the stipend or the business use of my personal wireless or internet devices. I agree to notify Virginia State University upon termination of personal cellular devices used for business purposes for which this stipend has been granted. Should I transfer to a new job or leave the University it is my responsibility to ensure that information is provided to the UTS office.

If the University is not notified of cell phone disconnection or termination, it could be considered fraud & could be grounds for disciplinary action.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

**Section 5: Approvals**

Dean, AVP or Director Signature \_\_\_\_\_ Date \_\_\_\_\_

Vice President Signature \_\_\_\_\_ Date \_\_\_\_\_

**Telecom / Payroll Use Only**

Date Sent to Payroll: \_\_\_\_\_ Requested Stipend Start Date: \_\_\_\_\_

Date Received by Payroll: \_\_\_\_\_ Processed Date: \_\_\_\_\_

Processed By: \_\_\_\_\_ Official Stipend Start Date: \_\_\_\_\_