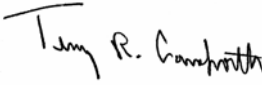


<b>NEVADA DEPARTMENT OF WILDLIFE  POLICY AND PROCEDURE</b>	<b>Pages: 8 (and 4 forms) Effective: May 31, 2006 Approved:</b> 
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**TITLE: Telephone Use**

**REFERENCE: State Administrative Manual 1614.0 and 1616.0**

**AFFECTED EMPLOYEES: Data Entry Supervisor (Pos. No. 0130), Accounting Technician III (Pos. No. 0121), Accounting Assistant III (Pos. No. 0122), Purchasing Technician III (Pos. No. 0123), Accounting Assistant II (Pos. No. 0124), Operations Chief (Pos. No. 0110), and All Employees**

**PURPOSE:** To provide guidance on the use of State-owned, leased, and managed telecommunications systems including cellular telephones and telephone credit cards. To address cost recovery procedures and other management considerations.

**POLICY:** The telephone, whether wire or wireless, is an integral tool for the Department in conducting its business for both internal and external communications. It is the policy of the Department to provide the telecommunications systems for conducting business and to require the most efficient and effective use of the systems in meeting the mission of the Department.

**PROCEDURES:**

**Overview/General Principles**

Telecommunication systems and services are used to support the Department's mission.

Telecommunications systems are State resources and must be used and managed in the most responsible and cost-effective manner possible and always in the best interest of the State.

Before using telecommunications, an employee should consider whether written correspondence, electronic mail, or in-person contact would be a more appropriate form of communication.

All employees are responsible for the proper and professional use of State telecommunications systems and for adhering to all policies, standards and guidelines for their use.

All employees using State telecommunication systems must use professional and/or business etiquette while on the telephone.

All calls must be conducted as expeditiously as possible.

Significant or critical directives or requests given by telephone will be confirmed in writing as soon as practicable.

The primary use of the State telecommunication equipment and services is to be for official business; however, occasional personal calls during business hours which are necessary and in the interest of the Department may be made and received. Examples of personal calls that are in the interest of the Department are:

- Calls to alert household members about working late or other schedule changes.
- Calls to make alternative family care arrangements due to work schedule changes.
- Calls to talk with doctors, hospital staff, or care providers for emerging issues.
- Calls to determine the safety of family or household members, particularly in an emergency.
- Calls to reach businesses or agencies that can only be contacted during work hours. These calls should be made or received during the employee's breaks or lunch period as much as possible.

Personal calls in the interest of the Department made or received from State telephones or personal cellular telephone must not adversely affect the performance of employee's official duties or the employee's work performance; must be of reasonable duration and frequency; and could not reasonably have been made during non-work hours, including the employee's breaks or lunch period.

Employees may make and receive a limited number of purely personal calls during work hours from State telephones or personal cellular telephones (purely personal calls are those determined not to be necessary in the interest of the Department). In making purely personal calls, employees shall ensure that:

- The calls do not adversely affect the performance of official duties or the employee's work performance.
- The calls are of reasonable duration and frequency. Supervisors and managers shall determine whether brief personal telephone calls are of reasonable length based on the employee's work schedule, co-worker needs, office work demands, length of work day, etc. Personal calls in excess of three (3) times a day and longer than five (5) minutes each are normally considered unreasonable. Generally, personal calls will be made or received during the employee's breaks or lunch period.
- All long-distance calls are made at their own expense (i.e., charged to personal calling or credit cards, home telephones, or other non-State telephone numbers).

- Employees may not make purely personal long-distance calls expecting to reimburse the Department later.

Employees are encouraged to use telephone directories or Internet directory web sites to determine business-related telephone numbers rather than calling fee-based directory assistance operators.

Employees using speaker-phones or other audio teleconference equipment must inform all parties of the names or number of persons listening.

When an employee leaves Department employment, all telephone credit cards, wireless devices, and any other telephone equipment must be turned in according to the Exit Interview Policy and Procedure.

### **Telephone Set Up, Updates, or Service**

Requests for new telephones or telephone systems, updates for these systems, service calls for moving telephones, or for problems will be coordinated through the Department of Information Technology (DoIT), Telecommunications Division. For the headquarters and Western Region Reno offices, the employees will contact the Data Entry Supervisor (Pos. No. 0130) who will be the single point of contact for these requests. The Data Entry Supervisor will be responsible for combining and coordinating the requests to minimize the number of service calls. Employees from other Department offices will use the Telephone Service Request Form (incorporated by reference) or on the Telecommunications Division web site at

[www.telephone.state.nv.us/directory/syncrosplash/SVcForm.htm](http://www.telephone.state.nv.us/directory/syncrosplash/SVcForm.htm)

to request service directly from the Telecommunications Division. The Elko office is allowed to go directly to Netversant for services except when adding fax lines, modems, or additional outbound dial numbers on the telephone system which requires the request be submitted on the Telephone Service Request Form to the DoIT Telecommunications Division.

### **Cellular Telephones**

Cellular telephones and service are Department resources and will be made available when there is a justified business need for calls to be made or received while the employee is away from the office. By the nature of their positions, the Director and Deputy Director are pre-justified for cellular telephones and service. The Deputy Director will determine the need for cellular telephones for the bureau chiefs. Otherwise, the bureau chiefs will determine if an employee needs a cellular telephone. Once an employee has been approved for a cellular telephone, the supervisor is responsible for the annual review of the employee's continuing need for the telephone and that the best telephone deal is made and updated.

All cellular telephones must be ordered through the approved purchasing procedures. The Business Management Section Purchasing Technician III (Pos. No. 0123) will use the approved State Purchasing contract vendor list to analyze all billing options, including applicable roaming charges and coverage, to select those vendors and plans that best meet the needs of the Department. Employees will be required to use these approved vendors, plans, and telephones to ensure the most economical costs to the Department.

If an employee has been verbally approved for a cellular telephone, the employee may contact the Purchasing Technician III who will send or fax the Cellular Telephone Informational Summary and the Cellular Telephone Acquisition and Change Form (incorporated by reference) to the employee.

The Cellular Telephone Informational Summary identifies the currently approved cellular telephone vendors, representatives/contacts, plan rates, any discounts, telephone equipment options and the Department's cellular telephone account number for each vendor. The summary also contains the base standard plan(s) and telephone(s) that have been selected for all employees.

The employee will research and select the vendor, plan and telephone from the approved list and then complete the Cellular Telephone Acquisition and Change Form. The form and account code must be approved by the supervisor. Only under certain extenuating circumstances and justification would any non-listed vendor, plan, or telephone be approved.

Once the Cellular Telephone Acquisition and Change Form has been approved by the supervisor, the employee will call the cellular vendor to request the plan and telephone, then send the approved form to the Business Management Section Accounting Assistant II (Pos. No. 0124). When the Accounting Assistant II receives the approved form, the cellular vendor will be called to verify the plan and telephone and request activation. The Accounting Assistant II will review the monthly statement to make sure the initial charges for the telephone and service plan are accurate according to the State Purchasing contract and approved Cellular Telephone Acquisition and Change Form.

These same procedures must be followed if an employee wishes to change cellular vendors, plans, or upgrade a cellular telephone.

Employees with cellular telephones will not exceed the monthly cost of the wireless service plan. Roaming charges will be avoided if possible.

Employees must use wireless services only when required to do so for official business or when the calls are in the interest of the Department. Employees should use wire services if they are readily available. Employees using wireless communications are responsible for regularly checking for improved plan options that will save the Department in operating costs.

Purely personal telephone calls must not to be placed or received from Department-owned cellular telephones. If purely personal calls are placed or received, the employee will reimburse the Department within five (5) working days of receipt of the bill from the Department for all costs associated with the personal telephone calls.

Employees should not expect reimbursement when using personal wireless services for the Department's business without prior approval of managers or supervisors. If approved, the Department will reimburse employees for the cost of all State business calls. The Department will not reimburse any portion of the monthly service charges associated with personal cellular telephones nor will the Department accept any fiscal or legal liability for a personal cellular telephone used for business.

If employees have recurring needs for wireless services and if cost-benefit reviews support the requirement, the Department may consider acquiring State-owned wireless technologies that can be checked out or assigned to employees on an as-needed basis.

If an employee with a cellular telephone leaves the Department or transfers within the Department, the employee is required to turn the cellular telephone over to the supervisor as specified in the Exit Interview Policy and Procedure. The supervisor must advise the Accounting Assistant II that an employee has terminated or changed positions so the account can be discontinued. The cellular telephone does not automatically transfer with an employee or to a new incoming employee, but rather the supervisor must evaluate if the employee needs a cellular telephone for use in the course of the employee's duties.

### **Long Distance Calls**

Long-distance calls between headquarters and the Southern Region (88-2883) or the Fallon field office (88-2881) should be placed through the Wide-Area Telephone Service (WATS) number and/or operator, if available and when feasible, unless all circuits are busy or unavailable and the calls are time sensitive. WATS lines provide the most economical long distance service at fixed rates for fixed zones.

Toll calls should be held to an absolute minimum with the employee using a telephone credit card assigned to the employee.

Collect calls to a Department telephone will not be accepted.

Employees are not to make 900-service calls from State telephones.

Employees are not to accept personal calls on any Department 800-service line. These lines are strictly for business calls.

The State Operator offers a number, 1-800-992-0900, in which the operator will patch people through to Las Vegas, Carson City, and Reno at no long distance charges to the caller.

Employees must use cost-effective telecommunications services to contact locations outside the contiguous United States and overseas. Access to international telephone services should be restricted to only those employees who require such services as part of their official duties.

## **Teleconferencing**

Employees are encouraged to use conference calls when meeting logistics are difficult to coordinate or when travel to meetings is not cost effective. Conference calls can be made in three ways.

- Employees on the State telephone system can conference up to six conferees depending on the system and features from their own telephone. This requires a telephone with the hands free and conference feature keys.
- The State Operator can help the employee establish a conference call with up to 11 conferees with in-state numbers only. This requires at least 24 hours notice prior to set-up by faxing the Teleconferencing Form (incorporated by reference) to the State Operator. Currently, there is no charge to the agency for using this option.
- A conference call service is available through Sprint Long Distance that has no practical limit on the number or location of conferees (in-state and/or out-of-state). This requires at least 24-48 hours notice prior to set-up by faxing the Sprint Conferencing Form (incorporated by reference).
  - This option sets up a chairperson/initiator with a pass code and provides a toll-free number and pass code for the participants.
  - The chairperson/initiator notifies the participants of the date, time, toll-free telephone number, and pass code for the pre-arranged telephone conference call.
  - Each participant calls the toll-free telephone number at the pre-arranged time and, when prompted, enters the pass code followed by the “#” sign.
  - The chairperson calls the toll-free number; when prompted, enters the pass code followed by the “#” sign; pauses for confirmation that the code has been accepted; when prompted, gives the name and company name; when prompted, presses “\* 1” to enter and initiate the conference call. When the chairperson hangs up, the conference call is terminated.

## **Telephone Use When Traveling**

While use of cellular telephones is allowable to conduct Department business while on official travel, employees are expected to use the most economical means of placing

telephone calls. Supervisors should ensure that personnel who travel are provided with a telephone credit card.

Employees on official travel are allowed to make an occasional short and to-the-point personal call (in the interest of the Department) to check on the health and security of their family using the least-cost-to-the-Department method, such as Department telephones or the telephone credit card, whichever is cheaper.

Employees must not make calls from commercial aircraft unless approved prior to travel or under unusual or emergency circumstances, in which case the call should be made using the telephone credit card.

### **Publishing Department Numbers**

All Department offices will have listed telephone numbers in the Department's name.

Employees assigned cellular telephones must make the numbers available to Department staff; however, the numbers will not be listed in any directory or given out to the public without the consent of the employee. If a member of the public must talk to the employee before the employee returns to the office because of an emergency situation, the Department staff will attempt to contact the employee and relay the message.

### **Billing Review**

The Business Management Accounting Assistant III (Pos. No. 0122) and the Accounting Assistant II (Pos. No. 0124) are responsible for reasonable review of telecommunications bills to determine if the bills are reasonable and within expected thresholds. Irregularities will be reported through the Chief of Operations (Pos. No. 0110) to the employee's bureau chief and to the supervisor for review.

If the Chief of Operations determines the irregularities are significant, the billing will be sent to the employee's bureau chief and supervisor for further investigation of the employee's telephone use. If the supervisor and bureau chief find the employee's telephone use has been improper, the employee will be required to reimburse the Department and disciplinary action may occur.

Irregularities may include, but are not limited to, charges that exceed the service plan, widely varying monthly bill totals, large numbers of non-Department calls, long or repeated calls made before and after work hours, and large numbers of directory assistance calls. Calls where a caller is left on hold for an extended period will be reviewed to determine if the calls could be aggregated or redirected to reduce costs.

Each quarter, the Accounting Assistant II (Pos. No. 0124) will send a cellular telephone cost summary report to the Deputy Director for review. This summary will list employees with Department assigned cellular telephones, telephone numbers, locations, each employee's

plan, and cost, as well as the monthly total paid to each of the two cellular vendors. This report will be used to evaluate reasonable and appropriate use of the Department's cellular telephones.

### **Cost Recovery for Unauthorized Telephone Calls and Disciplinary Action**

When telecommunications abuse occurs, there are two concurrent considerations:

- Recovery of the Department's charges and administrative costs. Employees making unauthorized long distance or cellular telephone calls may be charged for the costs of the call, plus associated administrative recovery costs if the calls are determined to be egregious. Reimbursements shall be made within 5 days of the billing by personal check or money order made payable to the Department and forwarded to the Business Management Accountant Technician III (Pos. No. 0121) for deposit.
- Disciplinary action for misconduct in accordance with State Personnel Rules.

# Telephone Service Request Form

DoIT TELECOMMUNICATIONS DIVISION  
Mail Address - 505 East King Street, Room 403  
Physical Address - 1340 South Curry Street  
Carson City, Nevada 89701

Please provide the following information for all requests. For assistance call (775) 684-7342.

**Type of Telephone:**  Norstar  Meridian Centrex  Lucent  Vantage  
 Other (Specify):   
 ADD  MOVE  CHANGE  DISCONNECT

**Date Desired:**

**Requester's Name:**

**Telephone No:**

**Agency:**

**E-mail Address:**

**Budget Code:**

**Work Address:**

**Room No:**

**Person to Contact:**

**Telephone No:**

## Brief Description of Work Required:

## \*\*\*\*Telephone Repair Section\*\*\*\*

Do you have a dial tone?  Yes  No

Does problem appear on other phones?  Yes  No

Can you call out?  Yes  No

Is the problem on:  Local Calls?  Long Distance Calls?

How often does this problem occur?

## Brief Description of Repair Problem:

**NEVADA DEPARTMENT OF WILDLIFE  
CELLULAR TELEPHONE ACQUISITION AND CHANGE FORM**

**Cellular Telephone Information**

Cellular Vendor Name: \_\_\_\_\_

Telephone Make/Model Number: \_\_\_\_\_

Cellular Plan: \_\_\_\_\_

Special Options: \_\_\_\_\_

**Employee Information**

Employee Name: \_\_\_\_\_

Employee Location: \_\_\_\_\_

Employee Bureau: \_\_\_\_\_

Employee Telephone Number: \_\_\_\_\_

**Cellular Telephone Project Code and Category**

Project Code:    \_\_\_\_\_

Category:       \_\_\_\_\_

**Justification for Choosing NON-BASE Cellular Telephone Options**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Required Signatures**

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

**Note: Please forward completed and approved form to the Business Management Section.**

**TELECONFERENCING FORM**  
**Operator's Fax Number: 684-5992**

DATE OF CONFERENCE: \_\_\_\_\_ TIME: \_\_\_\_\_ DURATION: \_\_\_\_\_

NUMBER OF CONFEREES: \_\_\_\_\_ (Include the Originator/Requestor)

REQUESTOR'S INFORMATION:

DEPARTMENT/DIVISION: \_\_\_\_\_

REQUESTOR'S NAME: \_\_\_\_\_

INITIATOR'S NAME: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

BUDGET CODE: \_\_\_\_\_

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Name/Phone

CONFEREE 1: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONFEREE 2: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONFEREE 3: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONFEREE 4: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONFEREE 5: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONFEREE 6: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONFEREE 7: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONFEREE 8: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONFEREE 9: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONFEREE 10: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONFEREE 11 \_\_\_\_\_ PHONE: \_\_\_\_\_

**SPRINT  
CONFERENCING FORM  
(Operator's Fax Number: 684-5992)**

TODAY'S DATE \_\_\_\_\_

AGENCY NAME \_\_\_\_\_

REQUESTOR'S NAME \_\_\_\_\_

INITIATOR'S NAME \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

FAX NUMBER \_\_\_\_\_

BUDGET CODE \_\_\_\_\_

DATE OF SPRINT CALL \_\_\_\_\_

DATE OF SPRINT CALL \_\_\_\_\_