

BAVIAANS MUNICIPALITY

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TELEPHONE USAGE POLICY ( EXCLUDING CELLULAR PHONES )

TELEPHONE USAGE CONTROL MEASURES

**[1] PURPOSE OF THE POLICY**

The purpose of the policy shall be as follows:

- [a]** To ensure the effective and efficient use of municipal telephones;
- [b]** To curb the abuse of municipal telephones by Councillors and employees of the Council;
- [c]** To reduce telephone costs;
- [d]** To prevent the use of municipal telephones by unauthorised persons.

**[2] APPLICATION OF POLICY**

This policy shall apply to all Councillors and employees of the Council, regardless of their designation.

**[3] PROVISION OF TELEPHONE SERVICE**

- [a]** It shall be the responsibility of the Council to provide all municipal offices or a combination of municipal offices with a satisfactory and reliable telephone service;
- [b]** The Council may centralize its telephone operating system and install one or more switchboards through which all outgoing and incoming calls shall be routed;
- [c]** The municipal switchboard[s] shall be housed in a safe and secure environment and the switchboard instrument as well as the office in which the switchboard is housed shall be provided with a lockable device or devices, the keys of which shall be in the possession of the Switchboard Operator[s] appointed by the Council;
- [d]** It shall be the responsibility of the Switchboard Operator[s] to ensure that no unauthorized person obtains access to the switchboard[s] of the Council;
- [e]** Except in the case of emergency and approved after hours lines, all telephone connections to municipal offices shall be barred from use at the close of each working day and over weekends;

- [a]** The Council shall determine which councillors and employees may have direct telephone lines to their offices for use in connection with the performance of their official duties;
- [b]** Except in the case of councillors and employees provided with direct telephone lines, all incoming and outgoing telephones calls shall be directed through the switchboard[s] of the Council;
- [c]** It shall be the duty of the Switchboard Operator[s], before dialing the number required to enquire from the person wishing the call to be made whether the call is official or private in nature;
- [d]** The Switchboard Operator[s] shall record the number dialed, the duration of the call and purpose of the call i.e. whether official or private, in the Telephone Log Book appended to this Policy;
- [e]** Where a councillor or employee has a direct dialing facility that councillor or employee shall be obliged to maintain the telephone log book and submit it to the Switchboard Operator[s] at the end of each month;
- [f]** It shall be at the discretion of the Council to provide an electronic device for the monitoring of all outgoing telephone calls;
- [g]** Where the council employs more than one Switchboard Operator, the Municipal Manager shall designate one Operator as the official responsible for monitoring telephone calls and the completion of Telephone Log Books;
- [h]** At the end of each month, the Switchboard Operator shall provide the Chief Financial Officer with a complete list of councillors and officials who have made private telephone calls during the month in question, the destination of such call and its duration
- [i]** The Chief Financial Officer shall, on the basis of official Telkom charges, calculate the respective amount due by a councillor or a staff member for private calls and provide such councillor or staff member with a detailed statement of the private calls made and the total cost thereof, including VAT.
- [j]** The councillor or staff member concerned shall be obliged to pay the account rendered within a period of 7 days from the date of receipt thereof.
- [k]** Councillors and staff members shall only be entitled to make international calls with the specific approval of the municipal manager.

