ADMINISTRATIVE PRACTICES MANUAL

SUBJECT: TELECOMMUNICATION SYSTEM

The following policies and procedures outline a telecommunications management program for Dane County designed to promote effective and economical telephone service essential to the provision of high quality public services.

The objectives of the telecommunications management program include:

1. Reviewing basic telephone service for improvements in efficiency, public service, and cost reduction.

2. Analysis of new telephone service requirements, to assure the appropriate level of service at the most efficient and economical cost.

3. The establishment and maintenance of good telecommunications operating procedures.

4. The establishment of accurate cost accounting (chargeback) procedures and cost control systems.

END OF NARRATIVE

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Handling of Telephone Calls

1.   All employees are to answer and place their own calls.

2.   Employees are to identify their Department/Division and themselves when answering calls.

3.   All calls are to be handled in a prompt and courteous manner.

4.   Employees should always inform their telephone receptionists when they will be away from their work areas.

5.   Employees using voice messaging should update their personal greetings regularly to reflect their schedules and to inform callers when they will return calls.

6.   Generally, collect call should not be accepted, unless there is an emergency or special need.

7.   Employees should never transfer an incoming call to a telephone number outside of the Centrex System, as toll fraud may result.

Placing Long Distance Calls

1.   All long distance calls are to be placed over the State Telephone System (STS), a low-cost network available to County Government.

2.   Employees who find it necessary to make a personal long distance call during working hours may either place a collect call; bill call to their home phone, credit card, or third party; or use public telephones located in most office buildings.

3.   Operator handled calls of all kinds should be avoided.

Personal Calls

1.   Personal use of County telephones is authorized only for essential local calls; however, they are to be made by employees during scheduled breaks and lunch hours, and must not interfere with office operations. The indiscriminate use of taxpayer financed telephones is not permitted.

2.   Employees may not use their County telephone number for a personal business, or publish the number for personal business purposes, such as in newspaper classified advertisements.

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Emergency Calls

1.   A telephone should be assigned to each employee on which she/he can receive calls in an emergency.

2.   If you receive a threatening call, listen and note the details of the call. Then call "911".

3.   If you receive a **BOMB THREAT**, do not attempt to put caller on hold. Signal co-worker to call "911".   Do not interrupt caller except to ask pertinent information as to when and where or details pertaining to type of bomb.   Note any distinct characteristics of the caller's voice. See "Emergency Procedures" in the Risk Management Section of the Administrative Practices Manual for complete details.

END OF POLICY

ADMINISTRATIVE PRACTICES MANUAL

SUBJECT: **TELECOMMUNICATION SYSTEM - COMPLETION OF TELEPHONE SERVICE ORDER**

Forms Needed:
Telephone Service Order 014 58-25(7/01)

RESPONSIBILITY	**ACTION**
Requesting Agency	1. Completes Telephone Service Order (obtained from Information Management). Enters on form:
	a. Requested By: Name of the department and division requesting service.
	b. Department/Division: Name of department and division requesting service.
	c. Phone No.: Telephone number of person requesting service.
	d. Room No.: Room number of person requesting service.
	e. Building Address: The address where service is to be performed.
	f. Service Request: List your request for telephone service, e.g., new phones, lines, removal of phones, etc. Be specific -- list room number and names.
	g. Reason for Request: Explain why the service change is necessary, e.g., additional people, moving to new office, etc.
	h. Signature of Department Head: Signature of the person in your department authorized to approve telephone service and equipment ordering.
	2. Send completed form to Information Management Division, Communications Officer.
Communications Officer	3. Reviews request for completeness, accuracy and reasonableness and examines alternatives, comparing cost effectiveness and efficiency.
	4. If approved, enters control number and date received on form and in the control number log.

ADMINISTRATIVE PRACTICES MANUAL

SUBJECT: **TELECOMMUNICATION SYSTEM - COMPLETION OF TELEPHONE SERVICE ORDER**

RESPONSIBILITY	ACTION
Communications Officer	5. Examines request. If a new telephone number is requested, perform a CentrexMate query and get an unassigned number from the Ameritech database. Note the new number on the Telephone Service Order form.
	6. Determines the telephone vendor account number code and enters it on the form in accounting information.
	7. FAX's original (white) to telephone vendor.
	8. File both copies in Pending Order File section of the Control Number Logbook.
Telephone Vendor	9. Fax copy of Telephone Service Order to Communications Officer after noting any new or removed telephone numbers along with due dates and vendor work order number(s).
Communications Officer	10. Removes form from Pending Order File, notes telephone numbers, work due date and vendor order number on form and route Original (white) copy to Communications Accounting Officer.
	11. Place yellow copy in completed order file.
Communications Accounting Officer	12. Completes STS Maintenance Form notifying STS network of new or deleted telephone number(s) and enabling STS billing to appropriate Department/Division.

END OF PROCEDURE