



Alfaisal University

Policy Name: Phone Usage Policy

Version #	02
Date Approved	18 / 10 / 2020
Effective Date	18 / 10 / 2020
Policy Owner	IT Services

Summary:

Alfaisal successfully installed and configured the phone sets for the employees, this includes distributing new phones, models, assigning access rights, phone services, installing and configuring technology backend. This document defines Alfaisal policy on phones usage.

Signature: 

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1. Introduction

Alfaisal University provides the phone sets for the employees, This document defines Alfaisal policy on phones usage.

2. Purpose

Main objectives of this document are:

- To ensure that all the calls from the prospects and students are answered.
- Reduce unnecessary costs.
- Facilitate compliance with local governmental and municipality regulations.

3. Policy Scope

This policy applies to all phones & Faxes owned and operated at Alfaisal.

4. Campus Phone/Fax Usage Policy

4.1. General

- 4.1.1. This policy applies to all Alfaisal staff faculty and contractors. Different business units may set their own phone policy, but it must not be less restrictive than this policy.
- 4.1.2. Vice presidents, Deans, Directors and Head of departments will determine phone needs to manage and conduct respective business responsibilities; this may include requesting new phone set/model, extensions, access groups, faxes, national and international dialing facility and other related services.
- 4.1.3. All requests must be submitted to the head of department for approval. Where IT Services shall be notified for implementation and support.
- 4.1.4. Cost, compliance and monitoring of usage are the responsibility of the head of business unit where the phones & faxes are assigned.
- 4.1.5. Phones are meant for business management matters only, employees are discouraged from using the phone system for personal purposes at any circumstances.
- 4.1.6. By default International calling facility is provided to the department head(s) only.
- 4.1.7. All staff and faculties will have nationwide / Mobile access phone by default, By default all the facilities i.e. Labs , classrooms will have the internal (In-Campus) calling facilities only. Local calls facility can be provided based on the department head and VPFA approval.

In case any staff or faculty require an International calling facility the request need to be approved by head of the department as well as VPFA.

Transferring of the office phone to the Mobile requires approval from department head and VPFA.

- 4.1.8. Extended model sets are only for the Executives and departments head.
- 4.1.9. Standard model is for all staff and faculties.
- 4.1.10. Basic model is for the facilities i.e. labs and classrooms.



4.2. Guidelines

- 4.2.1. Phones to be used for business management matters, employees are discouraged from using the phone system for personal purposes.
- 4.2.2. External local calls to landline and mobile should be kept to minimum.
- 4.2.3. Courtesy phones would be located in designated areas such as cafeterias or common areas. These phones are used to place, with permission, short campus calls
- 4.2.4. The duration of the call received and dialed from/to each extension is logged and used for reporting purpose.

5. Exemptions

Exception to or exemptions deviating from any provision of this policy must be approved by the VP for Finance & Administration. Similarly, any questions about the contents of this policy, or the applicability of this policy to a particular situation should be referred to the IT Director.

6. Enforcement

Any employee found to have violated this policy may be subject to disciplinary action as per the university code of conduct.