

SUBJECT: TELEPHONES

Background: The use of City telephones represents one of the most significantly used means of communication. It also represents a substantial cost to the City. This APM covers the use of both desktop and cellular telephones, for business and personal use.

Policy:

Landline and IP Telephones

The primary purpose for City-owned telephones is to conduct City business. The incidental personal use of telephones for local calls is permissible; however, local personal calls should be held to a minimum. Employees who must make a personal long distance call should either use a personal calling card, place a collect call, bill the call to their home telephone or to a third party number, or use public telephones located in most office buildings.

All new telephone system equipment must be compatible with the City's existing telecommunications infrastructure. Any new telephone systems will be restricted to those which are approved by City of Madison Information Technology.

The City receives monthly usage reports from the telephone companies and also has the same reporting capabilities with its voice over IP telephone system. These usage reports may be used for auditing purposes.

Cellular Telephones

At the discretion of a department or division head, the City may purchase a cellular telephone for use by an employee or provide the employee with a cellular telephone reimbursement. To qualify for a City-provided cellular telephone or a cellular telephone reimbursement, the employee must have a City business need, defined and approved by the department head or designee, that includes one or more of the scenarios outlined in Attachment A (assumes that there are no other acceptable or reliable means of alternative communications i.e., 800 MHz radio system). The incidental personal use of cellular telephones is permissible; however, personal calls should be held to a minimum.

Smart telephones are defined as wireless telephones that run one of several operating systems that are capable of running software applications and require a data plan by the provider. Agencies may provide a smart telephone for middle and upper level managers or field staff that need City-provided software applications to complete their job.

The acquisition of cellular telephones and/or smart telephones should be the most economical option and be coordinated through Information Technology. Only those features and functions as allowed by City contract will be installed on cellular telephones.

Employee-provided Cellular Telephone Reimbursement

See Attachment C for reimbursement rates and requirements for employee-provided cellular telephones. Please use Attachment D for agency approval.

Failure by a City employee to comply with this APM may result in disciplinary action up to and including termination of employment.

Authority: Information Technology will interpret and maintain this APM.



Paul R. Soglin
Mayor

APM No. 3-12
January 17, 2012

Original APM dated May 22, 2001