

Effective Date	10/31/2023
Policy Number	OPS-PL-101
Sponsor	Vice President for Finance and Administration
Responsible Office	Finance and Administration

## I. REASON FOR POLICY

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This policy addresses the assignment, use and management of state-issued desk telephones by employees of the State University of New York at Fredonia. The University provides for the use of desk telephones by employees for those individuals whose duties and responsibilities require immediate communications capabilities for the official business operations of the University.

## II. POLICY STATEMENT

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The Vice President for Finance and Administration shall be responsible for the oversight of telephone use, including the specific service plan for telephone use, and the providers of long distance and international calling services. The acquisition of telephone services and service plans shall be in accordance with the State University of New York Administrative Procedure 7553, Purchasing and Contracting (Procurement).

- A. All users of University desk telephones are responsible to comply with this policy.
- B. Each employee and affiliate assigned a University desk telephone are responsible for the activity on the desk phone.
- C. Assigned telephones are to be used for official business-related activities. Personal use of an assigned telephone unit for local calls shall be occasional, incidental, or for emergencies. Campus telephones shall not be used for any personal calls that result in long distance or international calling charges.
- D. Only the Information Technology Services (ITS) department is authorized to upgrade, modify, or change the phones.
- E. All employees and specified affiliates must use the [Desk Phone Physical Location Change Form](#) before physical relocation of their desk phone. The phone inventory and location information is strictly kept in accordance with Ray Baum's Act of 2019 which requires accurate phone location to be reported to the county's 911 system.
- F. Campus departments are responsible for the procurement and use of any approved telephone accessories, such as headsets or sidecars.

- G. Long distance calling may be turned off on campus phones if circumstances require it, such as a phone located in a public area or a phone that is programmed to call University Police.
- H. Employees and affiliates need to submit a Tracker ticket to request international calling capability and will need to be approved by the Vice President of Finance and Administration.
- I. Telephones may not be used to defame, harass, intimidate or threaten any other person.
- J. Telephone use must comply with Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), and all applicable local, state and federal telecommunications laws, where applicable.
- K. University phones are considered New York state property and are issued primarily for official business use. Fredonia reserves the right to audit and question all telephone activity. Any user of the University desk phone who fails to comply with Fredonia's Desk Telephone Policy may have their telephone privileges suspended or revoked and may be subject to disciplinary action.
- L. Telephone communications are considered private and confidential among the communicating persons in accordance with applicable anti-wiretapping laws and regulations.
- M. All desk phones and Multi-functional Devices (MFD) (e.g. fax, copier, scanners etc.) that use the campus telephone service shall comply with all applicable federal, state, and SUNY data security regulatory requirements. All MFDs shall be secured utilizing approved ITS security hardening measures before being placed into production.

## **PROCEDURE**

### **III. RELATED DOCUMENTS, FORMS AND TOOLS**

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[Desk Phone Physical Location Change Form](#)  
[Cellular Telephone Policy](#)  
[SUNY Purchasing and Contracting Procedure 7553](#)  
[Ray Baum's Act](#)  
[HIPAA](#)  
[FERPA](#)

**IV. DEFINITIONS**

<b>TERM</b>	<b>DEFINITION</b>
Multi-functional Devices (MFD)	A printer that also scans, copies and faxes.

**V. CONTACT & ENFORCEMENT**

<b>ROLE</b>	<b>CONTACT</b>	<b>PHONE</b>	<b>EMAIL - Website</b>
Responsible Office	Finance and Administration	(716) 673-3109	<a href="mailto:Finance.Administration@fredonia.edu">Finance.Administration@fredonia.edu</a> <a href="http://fa.fredonia.edu/financeadmin">http://fa.fredonia.edu/financeadmin</a>
Enforcement	ITS Service Center	(716) 673-3407	<a href="mailto:ITS.ServiceCenter@fredonia.edu">ITS.ServiceCenter@fredonia.edu</a>
Policy	University Policy Office	(716) 673-4828	<a href="mailto:policy@fredonia.edu">policy@fredonia.edu</a> <a href="http://policy.fredonia.edu">policy.fredonia.edu</a>