

Personal Phone Calls

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Outlines policies and procedures for Telecommunicators receiving and making personal phone calls.

1. Personal phone calls must not interfere with, delay, or take priority over the telecommunicator's job responsibilities in any manner.
2. Personal phone calls shall be limited to ten (10) minutes or less in length.
3. The frequency of personal phone calls is to be kept to a minimum. When in question, the supervisor's judgment as to what constitutes an acceptable minimum will prevail.
4. All personal phone calls are to be made over administrative lines. Personal calls are not to be made or accepted via a VESTA Workstation.
5. Personal toll calls are not permitted except in emergency situations with prior approval of the supervisor.
6. Use of the phone system for personal gain, such as its use by telecommunicators to conduct "part time" business is strictly prohibited.