



# **LANDLINE TELEPHONE POLICY**

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## 1. PREAMBLE

Monthly reports of telephones have revealed that landline calls are the major expenses of Vhembe District Municipality. This is mainly due to high number of calls made, be they "private" or "official". This is not withstanding the fact that Council is re-establishing itself and as such populating its organogram with new appointments. Council will at all times strive to keep telephone expenditure within limits, as well as to reduce low productivity resulting from private calls to a minimum.

## 2. PURPOSE

The objectives of the policy shall be as follows:

- 2.1. To ensure the effective and efficient use of municipal telephones.
- 2.2. To curb the abuse of telephones by employees of the Council
- 2.3. To reduce telephone costs.
- 2.4. To prevent the use of municipal telephones by unauthorized persons.
- 2.5. To introduce corrective measures for Officials who fail to observe the guidelines stipulated in the Policy.
- 2.6. To standardize what may be allowed as being reasonable calls that may be made for private purposes.

## 3. DEFINITIONS OF TERMS.

**Land Line Calls** \_ means calls dialed from the fixed telephone lines

**Private Calls** \_ means calls not related to business operations of council.

**Low Productivity** \_ means low working rate over time.

**Unauthorized Persons** \_ means people who are not employees of Council

**Private Lines** \_ means telephone lines not linked to the Telephone System (Switchboard).

**Direct Dialing Facility** \_ means telephone lines not routed through the Telephone lines System (Switchboard)

**International Calls** \_ means telephone calls destined to outside the geographic boundaries of South Africa.

**Accumulative** \_ means not carried over to the next month.

#### **4. SCOPE OF THE POLICY.**

This Policy shall apply to all Administrative Officials and Full-Time Councillors in the employ of the municipality.

#### **5. LEGISLATIVE FRAMEWORK**

Municipal Finance Management Act No 56 of 2003

Municipal Systems Act No 32 of 2000

Labour Relations Act No 66 of 1995

#### **6. PROVISION OF TELEPHONE SERVICE.**

6.1. It shall be the responsibility of the Council to provide all municipal offices or a combination of municipal offices with a satisfactory and reliable telephone service.

6.2. The Council may centralize its telephone operating system and install one or more switchboards through which all outgoing and incoming calls shall be routed.

6.3. The municipal switchboard(s) shall be housed in a safe secure environment and the switchboard instrument as well as the office in which the switch board is housed shall be provided with a lockable device or devices, the keys of which shall be in the possession of the Switchboard Operator(s) appointed by the Council.

6.4. It shall be the responsibility of the Switchboard Operator(s) to ensure that no unauthorized person obtains access to the switchboard (s0 of the Council).

## **7. TELEPHONE USAGE CONTROL MEASURES**

Heads of Departments are allowed to come up with other control measures which are in line with the Policy.

- 7.1. The Municipal Manager shall determine which Officials may have private lines in their offices for use in connection with the performance of their official duties.
- 7.2. Each user must keep a telephone register
- 7.3. It shall be the duty of the person making the call to indicate whether the call is official or private in nature.
- 7.4. Where an employee has a direct dialing facility, that employee shall be obliged to maintain the telephone log book and submit it to the respective authority at the end of the month.
- 7.5. The telephone monitoring device will cut off users upon reaching their limits, after which an application for extra calls will have to be made. This application shall be approved by Managers, General Managers, the Municipal Manager and the Executive Mayor in the case of Councillors.
- 7.6. At the end of each month, the Switchboard Operator shall provide the Finance Department with a complete list of users who have made private telephone calls in excess of their limits and cost thereof during the month question.
- 7.7. The Finance Department shall, on the basis of information supplied in respect of private calls made by a user, provide such an user with a detailed statement of the private calls made and the total cost thereof, including VAT..The user shall pay the cost thereof at the municipal cashier and submit the receipt to the switchboard operator.
- 7.8. The Financial Department shall supply the Human Resources Department with the list of deductions required for the month in question in respect of private calls made by the users if they exceed the stipulated monthly limit.
- 7.9. Users shall only be entitled to make international calls with the specific approval of the Municipal Manager or Executive Mayor.
- 7.10. No user shall make a call on behalf of or allow any unauthorized person to make a private telephone call from either a private telephone line or from a switchboard of the council.

## **8. BARRING OF TELEPHONES**

The Municipal Manager or Executive Mayor shall have discretion to determine which Officials or Councillors shall be allowed to make international calls and telephone lines shall be barred on the basis of this classification.

## **9. AVAILABILITY OF THIS POLICY**

Every employee upon being appointed in the service of the Council shall be supplied with a copy of this Policy and shall acknowledge receipt thereof by signing a duplicate copy thereof. The said duplicate copy shall be filed on the personal file of the Official.

## **10. CONSEQUENCE OF NON-COMPLIANCE**

Failure to comply with the Policy by users will be viewed as a serious disciplinary transgression and appropriate disciplinary action could result.

## **11. CONTROL PROCEDURES**

Every Line Manager must personally examine telecommunication accounts relating to lines or extensions allocated to employees under his/her supervision. He or she shall make such relevant comments for attention or information of the relevant person, his or her supervisor, or any other official in the department, which shall where necessary be used as evidence should a disciplinary hearing or such appropriate actions be necessary to be taken due to persistent abuse by an employee.

## **12. TELEPHONE ACCOUNTS**

- 1.1.1. The Switchboard Operator will issue out monthly telephone statements of account for each user.
- 1.1.2. Telephone statements will be delivered to the Managers, who will inspect such statements before distributing to the respective employees.
- 1.1.3. The maximum limit is not cumulative and will be reviewed by the Municipal Manager.

### **13. PROTECTIVE MEASURES**

- 13.1. Employees will be provided with Personal Identification numbers.
- 13.2. These numbers will provide security to telephone users, especially those who are working in an open plan office arrangement/work stations as this will help in avoiding the use of telephones by employees at the expense of fellow employees.
- 13.3. Individual employees will be provided with individual telephone lines where practically possible.

### **14. PRIVATE LINES.**

- 14.1. The Executive Mayor and /or Municipal Manager shall be provided with private lines over and above extension lines.
- 14.2. All other employees are prohibited the benefit of having private lines, except those referred to in clause 14.1 of this Policy.

### **15. MONTHLY TELEPHONE LIMIT PER CATEGORY.**

<b>1. Executive Mayor</b>	<b>R900.00</b>
<b>2. Full- Time Councillors</b>	<b>R 500 .00</b>
<b>3. Municipal Manager</b>	<b>R800.00</b>
<b>4. Managers and Senior Managers</b>	<b>R600.00</b>
<b>5. Technicians (Technical Services)</b>	<b>R500.00</b>
<b>6. Secretaries</b>	<b>R700.00</b>
<b>7. Procurement clerks</b>	<b>R1100.00</b>
<b>8. Transport Officials</b>	<b>R1000.00</b>
<b>9. Interns</b>	<b>R300.00</b>
<b>10. Organised Labour</b>	<b>R1000.00</b>
<b>11. Auxiliary Services</b>	<b>R200.00</b>
<b>12. EHPs</b>	<b>R500.00</b>

<b>13. Control Rooms</b>	<b>R500.00</b>
<b>14. Fire Safety</b>	<b>R500.00</b>
<b>15. Coordinators and Professionals(Level 4&amp;5)</b>	<b>R500.00</b>
<b>16. Administrators</b>	<b>R300.00</b>

**16. AUTHORITY TO APPROVE, ADJUST AND REVIEW POLICY**

The Municipal Manager may review and adjust the Policy when a need arises. The authority to approve the Policy is vested in Council.

**17. ADMINISTRATION OF THE POLICY**

Corporate Services and Finance departments are responsible for the administration and enforcement of the Policy.

APPLICATION FOR EXCESS CALLS

Month of-----20-----

Name of employee :-----  
 Department :-----  
 Section :-----  
 Additional amount requested :-----  
 Reasons for request -----

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Approved/ Not approved

-----  
 -----

Manager

Date



Approved/Not approved

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General Manager

Date