

Telephony and Communication Services

UPR IM17 version 03.0

Policies superseded by this document

This document replaces version 02.0 of UPR IM17, with effect from 3 January 2023.

Summary of significant changes to the previous version

Minor amendments have been made to reflect current practices, such as the use of MS Teams and Zoom.

Glossary

A glossary of approved University terminology can be found in [UPR GV08](#).

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1 Introduction

The policy set out in this document and its supporting regulations and procedures have been approved by the Chief Executive’s Group¹ and should be read in conjunction with UPR IM16² and Appendix II, UPR IM16³.

2 Scope

The Telephony and Communications Services Policy applies to Members of the University (UPR GV06⁴, refers) and to any other individuals using the University’s telephony and communications services.

3 Definitions

3.1 For the purposes of this document the following definitions will apply:

3.1.1 ‘Telephony Services’:

all equipment, (including telephones as defined in section 3.1.3), communications connectivity and associated services such as voicemail provided by the University to enable the transmission and receipt of voice, fax and other information between one or more parties;

¹ **Approval: Chief Executive’s Group:** 3 March 2014

² UPR IM16 ‘Data Management Policy’

³ Appendix II, UPR IM16 ‘Managing Personal and Confidential Information’

⁴ UPR GV06 ‘Membership of the University’

3.1.2 'Communications Services':

the University's telephone, text, email, internet, online conferencing (e.g. MS Teams, Zoom, etc) and other services (including telephones as defined in section 3.1.3);

3.1.3 'telephone':

any device provided for use in conjunction with the University's Telephony Services or its Communications Services;

(Note:

- The following would be regarded as 'telephones' for the purposes of this document (UPR IM17):
 - a mobile telephone, a desk-top telephone, a desk-top headset telephone, a voice telephone, a Smart phone, a Tablet, a soft-phone on a computer or laptop, a SIM card;
- or any other equipment so defined from time-to-time by the Chief Information Officer.)

3.1.4 'PIN':

a Personal Identification Number used as a confidential password by an individual to limit to that individual, use of a telephone and the associated services;

3.1.5 'Company':

unless indicated otherwise, a company either wholly-owned by the Hertfordshire Higher Education Corporation or wholly-owned by a subsidiary company wholly-owned by the Corporation.

3.1.6 'User':

Members of the University, including employees of the University, the companies and, where relevant, members of the Board of Governors and students; and staff and officers of the Hertfordshire Students' Union, Hertfordshire International College and any other organisations and persons to whom the University provides telephones and/or who are permitted access to the University's Telephony and/or Communications Services.

4 Policy

- 4.1 Arrangements will be implemented for the provision of Telephony and Communications Services that are effective and appropriate to support Users in carrying out the work of the University and its companies.

4.2 At the sole discretion of the University, a company associated with or partly-owned by the University or in which the University otherwise has an interest may be permitted to receive Telephony and Communications Services under the terms of the University's contract with the Approved University Supplier, subject to any terms and conditions imposed by the University, and on condition that the Board of Directors of the company concerned adopts in their entirety and agrees to be bound by the policy, regulations and procedures set out in this document (UPR IM17), as amended from time-to-time.

4.3 Unless section 4.2 applies, telephones may only be supplied to employees of the University, the companies and, in exceptional circumstances, to members of the Board of Governors.

4.4 All Users of the University's Telephony and Communications Services are personally responsible for complying with all legal requirements.

(Note: For the avoidance of doubt, any fines or other penalties incurred as a consequence of the use of mobile telephones or other similar devices whilst driving or otherwise in control of a motor vehicle are the personal responsibility of the User.)

4.5 At the discretion of his or her Head of Strategic Business Unit, a User may be permitted reasonable personal use of the University's Telephony and Communications Services but is responsible for reimbursing the University fully for any significant personal use of these services.

(Note: 'Reasonable personal use' would not include the use of the University's Telephony and Communications Services to facilitate the operation of a private business.)

4.6 Other than with the prior written consent of the Chief Information Officer, all Telephony and Communications Services will be procured and managed through and under the terms of the contract with the Approved University Supplier.

4.7 All internal numbers (numbers that can be dialled direct only from within the University and that receive external calls by transfer from the University switchboard) and direct-dial numbers (public exchange numbers that can be dialled direct from outside the University without being routed through the University switchboard), mobile telephone numbers and the names of the individuals to who they have been assigned and/or the functions for which these numbers have been designated, will be incorporated in the University Telephone Directory (also known as the Staff Directory).

4.8 The Chief Information Officer will determine the standards to be applied from time-to-time to telephones, as defined in section 3.1.3.

(Note: For information concerning current Standards, see section 5.)

4.9 In the event of a User's long-term absence, his or her Head of Strategic Business Unit will decide whether to re-allocate the telephone elsewhere for the term of the User's absence.

5 Regulations and Standards

5.1 Mobile telephones, voice telephones, Smart phones, Tablet, SIM cards ('equipment')

5.1.1 The following equipment will be allocated according to need:

- a a standard voice telephone;
- b a Smartphone with mandatory cover and screen protector;
- c a SIM card which will be issued only where an employee is to use a Handset which he or she has purchased privately.

5.1.2 It is expected that all of the equipment referred to in section 5.1.1 will have a minimum life of four (**4**) years and will not be replaced or upgraded more frequently, nor at the end of contract, nor when new models are introduced. Equipment will normally only be replaced when it is no longer fit for purpose.

5.1.3 Where equipment is returned by a User is less than four (**4**) years' old, the equipment will normally be re-used for new or other staff, as required, for the remainder of its 'life'.

5.1.4 Repair will normally be arranged for faulty equipment which will be replaced only where a repair is not possible.

5.1.5 The cost of repair will be charged to the relevant Strategic Business Unit.

5.1.6 All equipment must be running an operating system that is supported by the manufacturer. If the device can no longer be upgraded, it will be deemed end-of-life and must be replaced. All 'end-of-life' disposals of equipment must be made in accordance with the University's disposal policies.

5.2 Internet, e-mail, SMS, MS Teams, Zoom and calls

5.2.1 Users provided with Smartphones must use:

- a freely available Wi-Fi services wherever possible to improve performance and reduce mobile broadband usage and costs;
- b the University's recommended Apps for SMS texts to reduce costs;
- c their Smartphone tethering connection for their Tablet (or equivalent device) if they have one, rather than a separate 3G connection for the Tablet.

5.3 Premium rate calls

Access to premium rate calls and text services, including adult content, is not permitted.

5.4 Directory services

Use of 118 Directory Services should be kept to a minimum. Where required, the O2 Directory Service on **118 402** should be used.

5.5 Travelling abroad

- 5.5.1 The standard configuration for all equipment will be set up to exclude international voice and data roaming.
- 5.5.2 Users designated by their Head of Strategic Business Unit as 'regular travellers' will be provided with a bundle of roaming capacity for voice and data.
- 5.5.3 Occasional travellers will need to seek prior agreement to have roaming enabled and a bundle of roaming capacity for voice and data will be provided for the period of travel.
- 5.5.4 All travellers should consider using the Wi-Fi services available in hotels and other locations whenever possible (as this may provide a more economic option than using the bundle of roaming capacity) but must ensure that the Wi-Fi connection is secure (password protected) and use the UH Secure Access VPN for any UH work.
- 5.5.5 Users will be required to reimburse the University for any unauthorised roaming charges that are incurred.

5.6 Desk-top telephones and desk-top headset telephones ('desk-top telephone')

- 5.6.1 Desk-top telephones will be allocated with the agreement of the relevant Head of Strategic Business Unit according to User service needs.
- 5.6.2 A User will normally be allocated either a desk-top telephone or desk-top headset telephone but not both.
- 5.6.3 Repair will normally be arranged for faulty desk-top telephones which will only be replaced where a repair is not possible.
- 5.6.4 All 'end-of-life' disposals of desk-top telephones must be made in accordance with the University's disposal policies.
- 5.6.5 The cost of additional and/or replacement desk-top telephones and the cost of any repairs will be charged to the relevant Strategic Business Unit.

5.7 Direct Dial Numbers

Where agreed by the relevant Head of Strategic Business Unit, Direct Dial numbers will normally be provided only to Users and/or for functions with high in-bound call volumes.

5.8 International and Premium Rate Telephony Services (including the ‘Speaking Clock’)

- 5.8.1 All desk-top telephones will be configured as standard to exclude international telephony services. The provision of international telephony services will only be provided to named Users and specific equipment where this has been agreed by the relevant Head of Strategic Business Unit.
- 5.8.2 Named Users allocated international telephony services will be provided with instructions to lock the desk-top telephone with a PIN code when not in use.

5.9 Directory Services

The use of Directory Services is not permitted. Directory Services are available on-line or through the University switchboard by dialling ‘0’.

5.10 Conference calls

Wherever possible online conferencing facilities such as MS Teams or Zoom should be used. Telephony-based conference calls should only be used by exception and be arranged in accordance with the guidance provided from time-to-time on HertsHub.

5.11 Acceptable use policy

Desk-top telephones and Telephony Service usage is reviewed on monthly basis. Any irregular or unacceptable use will be reported to the relevant Heads of Strategic Business Unit and may result in disciplinary action being taken against the User concerned.

5.12 FAXes

- 5.12.1 New FAX lines may not be installed other than in exceptional circumstances and with the prior consent of the Chief Information Officer.
- 5.12.2 FAX lines are subject to review and may be removed.

5.13 Emergency Lines

- 5.13.1 Emergency lines are provided specifically for making calls to the Security Control Room or the Emergency Services.
- 5.13.2 The installation of Emergency Lines, for example, in fire refuges, lifts or disabled lavatories, will require the prior agreement of the Chief Information Officer who will be advised, as appropriate, by the Head of Security and/or the Director of Occupational Health and Safety.

6 Roles and Responsibilities

6.1 Contract management

The Head of Procurement and the Chief Information Officer are responsible for managing the contract with University Approved Suppliers and for all communications with Suppliers.

6.2 Heads of Strategic Business Units

6.2.1 Within the areas for which they are responsible, Heads of Strategic Business Units are responsible for the following matters in connection with this policy and its supporting regulations and procedures:

- a implementation;
- b for ensuring compliance and dealing with any infringements;
- c for identifying those employees who require Telephony and Communications Services and determining the level of service they will be permitted (section 5, refers);
- d ensuring that adequate budget allocation is made to meet the costs of the provision agreed and its use;
- e the management and monitoring of expenditure and service usage;
- f the retrieval and re-allocation of equipment (see section 5.1) and desk-top telephones (see section 5.6) and their return to Library and Computing Services Helpdesk to ensure 'full life' use in circumstances where a User discontinues use and/or leaves the University or company;
- g reporting any loss or damage to Library and Computing Services Helpdesk promptly;
- h meeting the cost of repair or replacement;
- i informing Library and Computing Services Helpdesk promptly in the event that a telephone line is no longer required.

6.3 Users

Users are personally responsible for complying with any legal requirements or University regulations governing their use of the University's Telephony and Communications Services and for:

- a their use of any Telephony and Communications Services allocated to them;
- b ensuring that at all times Telephony and Communications Services are used in compliance with this policy and its supporting regulations and procedures;

- c the care and security of any equipment (see section 5.1) and desk-top telephones (see section 5.6) provided to them and any Telephony and Communications Services allocated to them;
- d compliance with University regulations as they relate to the management and security of personal and confidential information;
- e ensuring that, where this facility is available, all equipment (see section 5.1) and desk-top telephones (see section 5.6) are protected by a password or PIN known only to the User and that the password or PIN is not divulged to another individual;
- f ensuring that during the User's agreed working hours and where agreed, at other times (for example, for the purposes of emergency contact or business travel), any a mobile telephone, voice telephone, Smart phone, *Tablet, soft-phone on a computer or laptop* or SIM card provided by the University is able to receive calls with voicemail activated;
- g ensuring that telephones are switched on and that voice-mail is activated unless the Head of Strategic Business Unit has agreed otherwise.

(Note for guidance: All desk-top telephones (see section 5.6) will be supplied voice-mail activated. Voice-mail may be de-activated only with the prior consent of the relevant Head of Strategic Business Unit (or nominee).)

7 Review Arrangements

This document will be the subject of full review as part of the process of tendering the contract for the appointment of an Approved University Supplier of Telephony and/or Communications Services, as defined in section 3.

Sharon Harrison-Barker
Secretary and Registrar
Signed: **3 January 2023**

Alternative format

If you need this document in an alternative format, please email us at governanceservices@herts.ac.uk or telephone us on +44 (0)1707 28 6006.