POLICY

The State Telephone System (STS) for long distance phone calls is only to be used for calls that are primarily University business. Personal long distance telephone calls may not be made on the system, even if the individual subsequently makes reimbursement to the University. Unavoidable personal calls are to be made using a personal calling card or credit card, as a collect call, billed directly to the individual's home telephone number or from a pay phone.

PROCEDURE

STS LINE

When making long distance calls dial 8+ 1 + the area code + the 7-digit number. Rates are lower using "8-1". International calls should be made by dialing "8-011" + country code + city code + local telephone number. Toll free calls (800, 888, 877 etc.) should be made dialing "9-1". Do not dial "8-1" for 800 numbers because the University will be billed for the length of the call. Be sure to completely disconnect from a long distance call before making another call, or charges will continue for the first call. Wait at least five seconds before making the next call and if you hear an interrupted dial tone (3 short beeps) you have not disconnected and need to hang up and redial. Be aware that there is a per call charge for directory assistance.

STS rates can be found at: http://www.doa.state.wi.us/pgsub_detail.asp?linksubcat2id=171.

LOCAL CALLS

The cost of local calls is included in the monthly rate paid for Centrex. Employees should be judicious and not make extensive use of their telephones for personal purposes. Local calls should be made by dialing "9".

BILLING

Each department is responsible for monitoring telephone use under its control. Monthly reports on phone call usage should be reviewed to help assure that Extension/University phone policy is being followed. Questionable calls should be researched and corrective actions taken if appropriate.

CELLULAR TELEPHONES

The policies in this paper also apply to cellular telephones. Note that per minute charges apply on all cellular phone usage, including campus and local calls. Therefore users of cellular phones are encouraged to use their desktop telephones when possible.