

Policy 1505
Telephones and Telecommunication Services

Date of Current Revision: February 2023

Primary Responsible Officer: Assistant Vice President for Information Technology & CIO

1. PURPOSE

This policy prescribes procedures for the use of university-owned telephones and services by JMU employees. It is designed to implement applicable policies of the Commonwealth of Virginia.

2. AUTHORITY

The Board of Visitors has been authorized by the Commonwealth of Virginia to govern James Madison University. See Code of Virginia § 23.1-1600; § 23.1-1301. The Board has delegated the authority to manage the university to the president.

3. DEFINITIONS

None.

4. APPLICABILITY

This policy applies to all employees of James Madison University using university telephones and making data transmissions.

5. POLICY

The university telephone system, credit card charges to it, and university-funded cell phones are provided to support and enhance the business operations of the university.

6. PROCEDURES

6.1 Land Line Phones

Personal local calls during business hours are to be kept to a minimum. Personal long-distance calls are discouraged, but can be made under extenuating circumstances, in which case the caller is required to reimburse the university for the cost of the call. Employees making personal, non-emergency phone calls are to use a personal credit card or bill the call to their home telephone.

6.2 Cell Phones

The university will only provide cell phones for shared departmental use. Personal calls from or to a university cell phone are highly discouraged and should only occur for emergency situations. The employee responsible for such personal calls may be required to reimburse the university. When the university mission requires an individual employee to be the exclusive user of a cell phone, that employee will be required to obtain the phone and service personally. The employee may be given a taxable stipend to assist with the expense. Specific cell phone stipend procedures are located on the [Human Resources website](#).

- a. When an employee is required by the university to have internet access from home for work related duties, the employee will be responsible for obtaining the data service personally. The employee may be given a taxable stipend to assist with the expense. Employees voluntarily entering into approved Telework Agreements will not be eligible for cell phone or internet stipends solely because of teleworking and in compliance with Policy [1332](#) - Telework.

6.3 University-provided cell phones and telecommunications stipends

All university-provided cell phones and telecommunications stipends must be approved by the appropriate vice president prior to phone purchase and service contract implementation.

7. RESPONSIBILITIES

Vice presidents are responsible for reviewing the list of employees receiving cell phone and internet access stipends on an annual basis and making recommendations for changing/stopping an employee's stipend as necessary.

Departmental managers are responsible for the monthly review of long-distance charges, for land line phones, including credit card charges to ensure compliance with this policy.

Supervisors are responsible for obtaining vice president approval on the Supervisor Worksheet and Employee Agreement for cell phone and Internet access stipends.

Human Resources is responsible for generating a list of employees receiving cell phone and Internet access stipends by division, on an annual basis.

Employees are responsible for limiting their use of land line and cell phones to calls necessary to conduct university business unless there are extenuating circumstances.

All departments, offices and employees that generate, receive or maintain public records under the terms of this policy are also responsible for compliance with Policy [1109](#) – Records Management.

8. SANCTIONS

Sanctions will be commensurate with the severity and/or frequency of the offense and may include termination of employment.

9. EXCLUSIONS

The university is not obligated to provide cell phone and/or internet stipends to employees solely because of teleworking.

10. INTERPRETATION

Authority to interpret this policy rests with the president and is generally delegated to the assistant vice president for information technology and CIO.

Previous version: October 2017

Approved by the president: December 2008