I. INTRODUCTION (Purpose and Intent)

The Division of Information Technology (IT) is committed to promoting the efficient use of the long distance carrier and internet-based networks utilized by the University of South Florida System (USF System) faculty, staff, and students. Wherever possible, IT will provide “no cost” calling for business purposes such as local calling, extended area calling, and domestic long distance. Chargeable and no-cost calling is intended for business and academic purposes only. The policy and procedures outlined below set forth the authority and responsibility that is delegated to all departments as it pertains to the establishment and continued maintenance of authorization codes required to make chargeable long distance calls accounting for their associated charges and monitoring use of calling.

II. STATEMENT OF POLICY

Deans, directors and department heads shall be responsible for ensuring accountability for chargeable long distance calls and that call records and reports are reviewed and maintained on a continuous basis. The review process shall serve as the basis for certifying that calls made were for official purposes only. Calls that cannot be certified and are of material cost shall be investigated to determine their origin and potential fraudulence. It is the responsibility of every USF System employee to report the suspected or observed fraudulent use of the chargeable long distance network.
Since some long distance calls can be placed from USF System telephones without the need for an authorization code, departmental managers and supervisors should utilize the electronically provided reports produced by the Division of Information Technology to monitor for inappropriate activity.

Regional campuses, separately accredited institutions, and individual organizational units shall be delegated varying degrees of authority over communications in their respective areas by the discretion and written permission of the System Vice President and CTO.

III. PROCEDURES

A. ADMINISTRATION OF CHARGEABLE CALLING CODES

To facilitate call data collection and administration, each operating unit should identify an individual who will have the responsibility for adding, changing and deleting authorization codes (which are required for making chargeable calls); coordinating the review and certification of toll call reports; and verification of the charges against the unit's billing account. Authorization codes should be requested only for individuals with duties that normally require access to chargeable long distance services. Each operating unit should establish appropriate reconciliation procedures to ensure their accountability to the policy.

B. ASSURANCE OF CALLS FOR BUSINESS PURPOSES

The Division of Information Technology will provide departmental managers with reports which provide calling patterns for telephones within their area of responsibility. Managers should utilize these reports and detailed call information reports (provided by IT) to help determine if calls placed from USF System telephones are for business purposes. Managers should take appropriate action to prevent recurrence of any misuse.

C. RESTRICTION ON USE OF BILL BACK CALLS

The use of USF System communications services for the purpose of dialing 1-9xx-xxx-xxxx numbers, or other calling numbers for which charges are billed back to USF System
telephone numbers, is strictly prohibited. Violations of this policy will be investigated and appropriate disciplinary action taken when circumstances warrant.

*Current Responsible Office: Information Technology

*Refer to the appropriate Responsible Office website for a current name of the Vice President or other Responsible Officer.