



**Chapter:** Phones, Computers, and Information Technology

**Subject:** 17-01 – Department Landlines

**Effective:** April 19, 2022

**Supersedes:** Official Order 21, Section 21.1.1 and 21.1.2, dated May 16, 2018

Official Order 1, Article 3, Sections 3.5-3.5b, dated

**Distribution:** Department Members

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**PURPOSE:** Proper and courteous telephone use by members is essential to establishing and maintaining the public image of the department. This Order provides policy and procedure for the proper use, billing, and reporting of landlines.

#### USE OF DEPARTMENT TELEPHONES

Section 3.5 Department telephone lines shall be used to transmit official department business. Long distance telephone calls that are chargeable to the department shall be made in accordance with established policy.

Section 3.5a Department members answering telephones shall clearly identify the department installation and themselves by name and rank, if applicable. The only exception to this is at divisions that maintain a central switchboard. All telephone business shall be conducted in a courteous manner with every reasonable effort made to satisfy the party calling.

Section 3.5b Commanders shall ensure that communication lines (including telephone, fax, computer, etc.) at their installations are properly used.

#### **17-01-1 LANDLINE TELEPHONE USE**

##### **A. Handling Calls**

- (1) Telephone calls shall always be answered promptly and courteously.
- (2) The member answering the telephone call shall identify themselves and their work unit unless prohibited from doing so by their worksite's policy.
- (3) If a member has arranged for a coworker to answer their telephone when they are away from their desk, they shall keep the coworker informed of their whereabouts and probable return time.

##### **B. Placing Calls**

- (1) Calls made on the state network should be dialed as instructed in the "Dialing Procedures" chapter of the [State of Michigan Telephone Directory](#).

## (2) Business-Related Long-Distance Calls

- a. Calls to out-of-state areas shall be placed direct-dial, long-distance.
- b. International Calls

Members making an international call shall receive prior authorization from their district or division commander. The Headquarters switchboard operators will place international calls for authorized members and will report these calls to the Communications Section.

- c. To minimize costs, long-distance calls shall be as brief as possible, organized in advance, and limited to business matters.
- d. The Headquarters switchboard operators shall not transfer callers to long-distance telephone numbers.

## (3) Personal Long-Distance Calls

- a. The state telephone system, FAX machines, modem lines, and state-issued telephone calling cards shall be used only for official state business and shall not be used for personal long-distance calls.
- b. Personal calls shall be charged to one's residence telephone, personal credit card, or made from a pay phone.
- c. Long-distance calls from union members to their representation organizations are considered personal calls if they are made for other than official state business. Such calls shall not be made on state lines or charged to the department.

## C. Telephone Call Forwarding

## (1) Published Business Number

Worksite commanders shall arrange for calls to the published worksite business number to be forwarded to the consolidated or regional communication center during hours when the worksite office is not staffed.

- (2) During business hours, worksite commanders should make every effort to ensure calls are answered by a member to avoid the possibility of citizens reaching a recorded message during emergency calls. In the event it is not possible for a member to answer the call, such as during times of high call volume, the call may terminate at a recorded greeting following the procedures outlined in written directive related to landline voicemail greetings.

## (3) Non-Published Department Numbers

- a. Telephone lines serving non-published department numbers may terminate at a voice mail or answering machine system.
- b. The recorded greeting shall, at a minimum, follow procedures outlined in written directive related to landline voicemail greetings.

**17-01-2 CHANGES TO LANDLINE TELEPHONE SERVICE**

- A. The Communications Unit shall coordinate telephone moves, additions, and changes.

- B. Requests for additions or deletions to telephone service on Department of Technology, Management, and Budget (DTMB) supported telephone systems shall be submitted by the work site telephone site coordinator on a DTMB-906 form for AVAYA users or a Remedy ticket for CISCO users. Requests for additions only must first be requested on the Landline and Data Services Request form (IT-089) and forwarded to the agency site coordinator in the Communications Unit.

Requests for additions or deletions to telephone systems not supported by DTMB should be submitted by the worksite telephone site coordinator to the agency site coordinator in the Communications Unit. Work site commanders should contact local service providers for emergency repairs and follow-up with notification to the agency site coordinator in the Communications Unit.

- C. Requests for new phone service or phone systems require approval from the Communications Unit.

DIRECTOR

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**Annual Review Responsibility:** Information Technology Division

**Accreditation Standards:** CALEA 22.1.8 C