

Brasenose Telephone Provision Policy (v1.3)

Introduction

This policy sets out the general rules for the use of Brasenose College fixed land line and mobile telephony. These services are coordinated and managed by the College's ICT Office.

Telephone: 01865 277513
Email: computer.office@bnc.ox.ac.uk

It is the responsibility of each individual user to ensure that any provided ICT telephony service is used in an acceptable manner, and in accordance with all other College policies.

Provision

Most staff have access to a telephone handset ('land line') directly connected to the College telephone network (CHORUS). Each telephone handset has a dedicated, direct-dial, extension number with various options including voicemail and call forwarding.

At the request of line managers (or primary budget holders), the College will also provide a standard mobile telephony option where specific posts require it. Please contact the ICT team for more details.

Service Provision Options

Below is a summary of the telephony options available. All are arranged via the College's ICT team.

On Premise Landline Provision - CHORUS

The College's on premise fixed line ('land line') telephony is provided by the College CHORUS service – there are currently only two tariff options and a selection of only three handsets. All call costs (including International calling but excluding premium rate lines) are included in both fixed annual tariffs. The two tariffs are:

Person Phone – This is a phone assigned to an individual and to their Single Sign On (SSO) allowing online portal to create conference calls, direct calls to other handsets as well (i.e. phone number can route to multiple devices like a lab phone and an office phone elsewhere). If someone moves College/Unit, their phone number moves with them. Good for academic staff.

Non-Person Phone – This is a phone assigned to the college (or a role / room). Whilst it does not have an online portal it does still have common features like voicemail and call forwarding. As the line is fixed, the number stays with the College should someone leave. Good for administrative staff.

For more information on CHORUS, please visit <http://help.it.ox.ac.uk/chorus/index>

Off Premise Landline Provision - Virgin Media

The College's off premise (e.g. Sports Ground) fixed line ('land line') telephony is provided by Virgin Media. Line rental is fixed but calls are charged at standard National rates.

Mobile Telephony Provision – Vodafone

The College's mobile telephony is provided by Vodafone using a public sector account. There are two standard options a manager can choose from when authorising a request for mobile provision:

Phone with Non-Data Package – The user is provided with a standard College non-smartphone. The phone is not capable of an Internet connection and there is no data allowance in the package. Unlimited SMS messages and UK calls (including mobiles) are included in this fixed rate tariff. Premium rate numbers are barred by default (Line Managers can request this be lifted on request).

Phone with Data Package – The user is provided with a standard College Android smartphone. The phone is capable of all modern functions associated with a smartphone (e.g. Camera, Email, Apps and GPS related functions). Each user has a 3GB per month data allowance as well as unlimited SMS messages and UK calls (including mobiles) in this fixed rate tariff. Premium rate numbers are barred by default (Line Managers can request this be lifted on request).

Overseas Mobile Phone Usage

All College mobile phones are opted in to the public sector traveler package and will just automatically work (for both calls and data) when traveling abroad.

If travelling to any European country listed in Fig 1.1 below, College mobile phones can be used tariff free, as if still in the UK, to receive and make calls or browse the internet. All other countries (i.e. not listed in Fig 1.1 below), will incur a flat fee of £5 per day for combined phone and mobile data usage whilst in that country.

If travelling to any country not listed below, permission must sought from your line manager before taking a College mobile to that country. It is important to also contact the ICT Office to understand any limitations or known issues with using a UK mobile device in that country.

Fig 1.1 Countries it is free to use College Mobile services abroad.

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|----------------|------------------------|----------------------|-------------|--------------------------------|
| Austria | Faroe Islands | Iceland | Malta | Reunion |
| Azores | Finland | Ireland | Madeira | Saint Martin |
| Belgium | France (Incl. Corsica) | Isle of Man | Martinique | San Marino |
| Bulgaria | French Guiana | Italy (Incl.Vatican) | Mayotte | Slovakia |
| Canary Islands | Germany | Kosovo | Monaco | Slovenia |
| Croatia | Gibraltar | Jersey | Netherlands | Spain (Incl. Balearic Islands) |
| Cyprus | Greece | Latvia | Norway | Sweden |
| Czech Republic | Guadeloupe | Liechtenstein | Poland | Switzerland |
| Denmark | Guernsey | Lithuania | Portugal | Turkey |
| Estonia | Hungary | Luxembourg | Romania | |

Procurement and Distribution

Only line managers and/or budget holders can request telephone or mobile provision. It is also for the line manager to decide what provision is appropriate from the available options.

The user of a mobile phone will be required to operate that device in accordance with College Information Security Policy guidelines.

When a College member leaves Brasenose College, they must return any mobile telephony (and associated equipment) to the ICT Office before leaving. If an employee's phone is not returned on or before their leaving date, the cost of a replacement phone will be deducted from their final salary

Usage

External incoming calls to telephone handsets and mobile phones can be dialed directly so it is very important that calls are answered politely and professionally with adequate College and/or personal identification. Where possible, callers who have dialed a wrong number should be assisted by being transferred to the person or extension that they require.

By default, any unanswered calls to a telephone handset will go to the associated voicemail of that extension. However, you can, with your colleague's consent, redirect your calls by call-forwarding all calls to your colleague instead. This is especially important during extended absence.

Users should be aware of the other efficiency facilities such as conferencing, pick-up and hunt groups. Please do not leave telephones 'off the hook' as this generates fault reports. ICT is happy to liaise with users over any problems encountered and will discuss any special requirements.

Staff in receipt of a College mobile phone are expected to ensure that they have the phone available for use and that it is charged and ready for use.

The College recognises that carrying multiple mobile phones (e.g. personal and work) can be problematic. Therefore, use of a College mobile phone for a reasonable level of personal use is to be expected. Call plans are all inclusive (except for Premium rate numbers).

Abuse of the mobile phone will result in withdrawal of the phone and the College reserves the right to reclaim costs in excess of the agreed plan by deduction from salary.

Charges & Provision Upgrades

All standard provisions of fixed line and mobile telephony are covered centrally by the ICT Office budget.

However, where provision is outside of that standard offering (e.g. where an Apple iPhone handset or 4G connected tablet is requested), then a written application to the Bursar must be made and any additional costs will be charged to the department or individual requesting the provision.

Security of Mobile Phones

College members issued with a mobile device by the College must ensure the security of the device (and any allied equipment) at all times. The following items should be addressed:

- i) Should a mobile phone be lost or stolen, the user must report the matter to the ICT Office (01865 277513 in business hours or email computer.office@bnc.ox.ac.uk outside of hours) immediately.
- ii) Users must care for and use the phones in their possession in a responsible manner. Breakages, damage or loss of equipment may necessitate the reimbursement of any associated costs incurred by the College, in relation to the repairs to or replacement of the affected equipment. Users are required to keep mobile phones clean, and in serviceable condition to the best of their ability, and report all irregularities immediately to the ICT Office.
- iii) There are a number of built in protection mechanisms that the user is required to maintain e.g. An active keypad lock or PIN code to lock the phone.
- iv) Mobile phones should not be left on display in unattended vehicles – The should be securely locked within the car e.g. in the glove compartment.

Use of Personally Owned Mobile Phones

The use of personally owned mobile phones for College business purposes should be avoided. Brasenose College does not undertake to refund any calls made in this way where a College provided mobile provision has been refused.

The College does not permit the transfer of a College owned SIM card to a personally-owned mobile device. Such action may cause a security breach due to incorrect handling of College data and breach of our obligations in having a public sector mobile telephony account.

Use of Mobile Phones Whilst Driving

The College would remind members that it is illegal to hold a phone (or sat nav) while driving or riding a motorcycle. Please see Government advice on the safe use of such devices

<https://www.gov.uk/using-mobile-phones-when-driving-the-law>

Other Sources of Information

The College has several other policies that may be relevant – e.g. Information Security Policy. These can be found here: <https://staff.bnc.ox.ac.uk/policies/>

It is important that staff do not attempt to recharge their mobile phones by plugging a charging cable (often USB) into a College computer. This can be a method of transmission of serious malware in to the College IT infrastructure. If you urgently need to re-charge your mobile phone, assistance can be provided by the ICT Office.

Taxation of Mobile Phones

The College and its employees do not have to pay tax or report to HM Revenue and Customs (HMRC) or deduct and pay tax and National Insurance if both the following apply:

- Employee's are provided with only one mobile phone or SIM card
- The phone contract is between the College and the supplier

* Correct as at 5/7/2018

The college will not reimburse the cost of calls or phones, private call charges, pay as you go mobiles or other telephone costs.

All telephone charges will be paid directly by the college.

Please contact the finance bursary if you wish further information regarding taxable benefits

Lone working

There may be situations where individuals may be working alone and/or out of hours. In these cases access to a mobile phone may be considered a control measure as it allows the individual to summon help if needed. If this is the case the individual should keep the phone on their person and only make calls in an emergency or accept calls at pre-arranged intervals.

This arrangement does not remove the need for a full assessment of the risks associated with lone working. The individual may become incapacitated and be unable to use the mobile device. Consideration should therefore be given to more robust monitoring systems, involving regular checks by Security or the use of "man-down" alarms.

Distraction

Mobile phones can be a severe distraction, which is why it is illegal to use a handheld mobile when driving. They may also distract workers, which may result in an accident during a safety critical process. Phones should be left outside the work area if this is perceived to be a risk, or else switched off/turned to silent if kept on one's person. This should be considered in the risk assessment for all the work in the area. In particular mobile phones should be left outside the work area if the work undertaken will involve the use of heavy equipment, high-intensity lasers or other potentially hazardous pieces of equipment.

Equality Analysis

The College is strongly committed to equality of opportunity and the promotion of diversity for the benefit of all members of the College community. The College's approach is to promote equality across the full range of its activities, in employment, teaching and learning and as a partner working with and within local, national and international communities. Equality analysis of this policy recognises that mobile phones/devices can, in themselves, provide adjustment to people with certain needs (i.e., provision may be on the basis of a need that an individual has in fulfilling their role as opposed to a general requirement of the role itself). It may also be necessary to provide non-standard equipment if a disability would prevent someone using standard equipment that is required for their role.

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| Title | Brasenose Telephone Provision Policy | | | |
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