

SECTION: 5.9

SUBJECT: Telephone and Radio Acquisition, Use, Installations and Repairs

AUTHORITY: Executive Director

Policy:

It is the Commission's policy that the design and use of its telephone systems be as cost efficient as possible and all the radio equipment be compatible while still meeting the Commission's communication needs. Therefore, the following procedures shall be followed when requesting telephone system changes, telephone repairs, when using telephones, and when purchasing and receiving radio equipment

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Procedure:

5.9.1 Telephone Repair Service

Any Commission employee may contact their local telephone company and request telephone repairs. However, it is recommended that one employee at each facility be designated to coordinate with the local telephone company.

5.9.2 Telephone Installations or Changes

Telephone services that are solely provided by a regulated telecommunications company require a Communication Service Authorization (CSA), obtained from the Office Operations Section. A CSA shall be used to request authorization to add, delete or change existing equipment or services provided only by regulated companies. If the expenditure is \$25,000 or greater, contact the Purchasing Section, Finance and Budget Office (FBO) for the proper procedure.

The appropriate division/office (D/O) or regional director shall approve the initiation of all CSA forms by placing his/her initials in the bottom left hand corner of block (15) on the CSA. A purchase order is submitted with the CSA for purchase of services from non-regulated service providers such as the Department of Management Services.

CSA requests shall then be forwarded to the Purchasing Director, FBO or delegate, who will place an appropriate authorization number on the CSA.

The Commission's copy of all CSA requests is retained in the Purchasing Section, FBO.

5.9.3 Cellular Telephones, Blackberries, Air Cards, Pagers

The acquisition of cellular telephones, blackberries, air cards and pagers requires a written statement of the authorized public purpose to be approved by the Division/Office Director or delegate. Cellular telephones, air cards, blackberries, and pager devices and service will be acquired from state contract. The Commission encourages the use of these devices for authorized public use only. All orders for these devices and services will be placed through the Office of Information Technology.

5.9.4 Telephone Credit Card Charges

Confirmation requests for telephone credit card charges will be sent to employees when necessary. When the employee receives a confirmation request, he must review and approve the charges. The confirmation must be returned to the Accounting Services Section within the time frame requested.

5.9.5 Preferred Method of Placing Calls

Unless unavailable, the SunCom Network shall be used when placing telephone calls. If SunCom access is not available, direct dialing shall be used. Credit cards should be used as a last resort.

The practice of accepting collect calls from Commission employees should not be routine; however, there are situations when this is justified. Acceptance of collect calls from non-Commission employees is prohibited.

Personal calls via the SunCom system, Commission-issued telephone credit cards or direct-dialed long distance calls are prohibited.

5.9.6 Routing Radio Equipment Purchase Requests

The following applies to radios that operate on the Commission's radio systems.

- A.** Radio equipment will be purchased using standard purchasing procedures. The purchase order requisition will clearly indicate the name and headquarters address of the custodian to be assigned the equipment. All radio equipment purchase requests will be routed through the Division of Law Enforcement's Telecommunication Administrator for approval. The Telecommunication Administrator will confirm that the equipment requested will be compatible with the Commission's radio system's technical requirements. A list of approved equipment is available on the share directory.
- B.** The purchase order requisition for radio equipment will instruct the manufacturer to ship the radio equipment to the Telecommunication Administrator at the Tallahassee Headquarters Office. The equipment will be programmed for the Commission's communications system. The Radio Technology Section will be responsible for the property, affixing the

Commission's property identification decal and the completion of the property transfer receipt. The Radio Technology Section will send the radio equipment to the custodian at the address on the purchase requisition.

History: Est. 06/2001; 02/2006; 11/2007

APPROVED

Victor J. Heller
Executive Director or Designee

November 1, 2007
Date