

REGULATION

MONTGOMERY COUNTY PUBLIC SCHOOLS

Related Entries: EDD-RA
Responsible Office: Chief Operating Officer
Global Access Technology

Telephone Services and Costs

I. PURPOSE

To provide cost efficient telephone service, which includes procedures for ordering repairs, requesting equipment, additions or changes to existing systems, restricting telephone use, and establishing responsibilities for payment

II. PROCEDURES

A. Telephone Repairs for MCPS Supplied Equipment

When equipment does not perform properly, notify the Help Desk. Do not contact any telephone company for repair service, unless they have provided the equipment directly to your location (e.g. pay phones). Payment will only be made for repairs ordered by approved staff.

B. Telephone Equipment and Changes

1. Principals and the administrators of central offices are authorized to request changes in telephone service (installation, removal, relocation, or any other changes in service).
2. Forward written requests to the Telecommunications Services Supervisor in the Office of Global Access Technology, Carver Educational Service Center.
 - a) Please provide the following information:
 - (1) Location involved as identified on a site or school floor plan
 - (2) Nature of work (remove, install, etc.)

- (3) Staff position involved
 - (4) Justification for request
 - (5) Date change required
- b) Changes normally require 4-6 weeks notice in advance of the date required. Large-scale moves or rearrangements should be made even further in advance. Please keep in mind that late summer and holidays are the busiest times of the year.
3. MCPS provides cellular and paging services to employees whose job responsibilities regarding the health and safety of students and staff require immediate communications and decision making, increase productivity, and/or increase service to the public. Requests for such services should be approved by the director of User Services Team, Office of Global Access Technology. Billing invoices from the vendor are routed to the appropriate office on a monthly basis. Procedures for use as defined in (C) and (D) apply. Issue and service will be provided by the Telecommunications Unit.
 4. Calling cards are provided to MCPS employees dependent on job responsibilities in association with official MCPS business. Requests for this service should be made as identified in 3 above. Users of this service are responsible for the accuracy of billing information as identified in 1 above. Issue and service will be provided by the Telecommunications Services Unit.

C. Telephone Restrictions

1. The use of MCPS telephones is for official MCPS business. Incidental local personal calls should be kept to a minimum. Principals/administrators may restrict long distance availability on certain lines or telephones at their sites.
2. Staff members are not authorized to charge personal long-distance calls to an MCPS number. Principals/administrators are requested to examine all invoices to make certain that MCPS numbers are not used for this purpose and follow up with staff accordingly.
3. Authorization from the Office of Global Access Technology is required for the connection of any equipment or service such as computers, facsimile machines,

answering machines, voice mail, attendance calling systems, etc. to an MCPS telephone line.

D. Accounting for Telephone Calls

1. Each month a copy of the telephone bill will be sent to each school principal and office administrator. Review the calls listed on the bill.
2. When a call appears on the bill that cannot be otherwise identified, the school or office administrator should telephone the provider of long-distance service to determine the source and/or name of person or organization called.
 - a) Then they should notify the staff in order to identify the caller.
 - b) If a caller still cannot be identified, call the telephone company to investigate and to obtain credit to the MCPS number. Examine monthly bills to ensure that proper credit is received.
3. For those personal calls that have been identified, send a signed copy of MCPS Form 202-3: *Telephone Toll Record* along with funds collected for personal toll calls to the Department of Financial Services, CESC. Include the following information:
 - a) Name of school/office and building location number
 - b) Billing period
 - c) For any personal toll calls include date, place, number, person calling, and cost
 - d) For each unidentified call include date, place, number, cost and indicate whether credit from the telephone company will be obtained
 - e) Signature of the principal/department administrator
 - f) Date of completion
4. File school/unit's current year and previous two fiscal years telephone bills on-site.

5. Refer all questions about accounting responsibilities to the Department of Finance. Refer questions regarding billing procedures to the Office of Global Access Technology.

Administrative History: Formerly Regulation No. 275-1, May 10, 1977; directory information updated January, 1980; revised May 2, 1988; revised October 20, 1992; revised March 21, 2000; updated office titles June 1, 2000.