

1. PREAMBLE

Mohokare Local Municipality delivers services to residents and in pursuit of the mandate make use of various communication tool such as telephones.

The municipality is determined to ensure that telephone contact between staff and other organizations or members of the public is conducted in a professional and efficient manner.

The telephone usage policy seeks to provide a framework aimed at ensuring that telephones as a working tool is used appropriately and that call charges are kept to a minimum.

This policy has been developed considering the following prescripts and or acts:

- Electronic Communications and Transactions Act (Act no 25 of 2002);
- The Municipal Finance Management Act (act 1 of 2002)
- Organizational policies and Procedures (Mohokare Municipality)

2. PURPOSE

The policy seeks to regulate the usage of the Municipality's telephone to ensure that telephones are available and are used for the conduct of employee municipal business.

3. SCOPE

The policy applies to all permanent and contractual employees of the municipality, and is relevant only to the Municipality's office based land line telephones.

4. ROLES AND RESPONSIBILITIES

- a) Line managers have roles and responsibilities manage telephone usage in their units as they do all other municipal resources. Further they are responsible for reviewing and evaluating needs and requests for telephone services, and as such communicate those with the IT Technician
- b) All municipal employees are expected to familiarize themselves with the provisions of this policy and to comply with these provisions

5. POLICY DIRECTIVES AND PROCEDURES

5.1. PROVISION OF TELEPHONE SERVICE

- a) It shall be the responsibility of Council to provide all municipal offices or a combination of municipal offices with a reliable telephone service;
- b) Council may centralize its telephone operating system through which all outgoing and incoming calls shall be routed;
- c) The municipal switchboard(s) shall be housed in a safe and secure environment and the switchboard instrument as well as the office in which the switchboard is housed shall be provided with lockable device(s), the keys of which shall be in the possession of a person designated by the Accounting Officer.
- d) It shall be the responsibility of the switchboard operator to ensure that no unauthorized person obtains access to the switchboard(s) of the Council.

6. TELEPHONE USAGE CONTROL MEASURES

Pin Codes

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- a) An employee shall be allocated a secret telephone access pin code signed for and known to the employee who will be responsible for its protection at all times
- b) The employee in whose name the pin code is issued is responsible and liable for the usage of the pin code;
- c) Should an employee suspect and have proof that his/her pin code may be used by another person he/she shall be expected to promptly report the matter to the IT Technician
- d) The owner of the pin code is still liable for any cost arising out of calls by someone who used it;

Direct and Switchboard(s) Lines

- b) All outgoing telephone calls shall be directed through the switchboard(s) of the municipality
- e) The Council shall provide an electronic device for the monitoring of all outgoing telephone calls
- h) No employee shall make a call on behalf of or allow any unauthorized person to make a private call from either a direct telephone line or from the switchboard of the municipality

Call Restrictions

(c) Each employee (pin code) shall be restricted to make calls to a budget R60 per month and shall be automatically deactivated upon reaching the limit.

(a) The Municipality recognizes that there may be some occasions normally due to circumstances or an emergency where it is necessary for members of staff to make private calls.

(b) Staff should be aware, however, that the making of or receiving private telephone calls is by local arrangement only and is, therefore, a privilege and not an automatic right. The Municipality is therefore not obliged to provide allowance for private calls by employees.

(c) When making or receiving private telephone calls staff should take account of the following regulations :

(i) The making/receiving of private telephone calls should be kept to a minimum and be of short duration;

(d) The telephone system is an organizational resource and use of the telephone can and may be monitored and an itemized listing of telephone numbers for a period will be produced.

7. POLICY REVIEW

- a) This policy will be evaluated every year to cater for legislative changes a

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