

Town of Meredith - Administrative Regulation

Effective Date: April 13, 2005

Regulation No: 16

Revision Date:

Supersedes:

Approved By: Phillip L. Warren, Jr.

SUBJECT: TELEPHONE SYSTEM MANAGEMENT

I. PURPOSE

This Administrative Regulation is to effectively and uniformly manage the Town's telephone infrastructure. Specific to this purpose is to designate one department for town-wide telephone system oversight and administration.

II. LINES & SERVICE

The Town shall provide for adequate wired and wireless telephone service to our offices, and field personnel for voice, data and facsimile. It will be the function of the Administrative Services Department to determine adequate services, in consultation with the requesting departments and the Town Manager.

Costs of telephone communications hardware and ongoing costs will be borne by the requesting department, or provided for cooperatively or otherwise for the duration of the fiscal year or the specific project life, prior to any orders being placed. In the event wireless communications are being contemplated, service contract terms and funding there of shall also be arranged by the Administrative Services Department.

III. ORDERS:

The Administrative Services Department shall be the only department placing or modifying orders for telecommunications services, carriers or providers, for either new equipment/lines or termination of equipment/lines. The Administrative Services Department shall maintain adequate records and coordinate appropriate billing. Such records shall include service provider, terms, hardware inventory list, long distance carriers, call restrictions, options and a schedule of fees.

Pertinent to land based telephone lines, every effort shall be made to coordinate with our existing telephone plans and services, for example, 3 digit extension dialing, or "hunt" groups. A hunt group designates the order in which phone lines will ring.

IV. USAGE

Communication systems that are supplied to Town Employees as part of the equipment needed to perform job functions shall be used for Town business. At the discretion of Town employees, a citizen may place a local call or a calling card call to conduct their business transaction with the Town, if lines are available. For example, if a customer needs to check a plate number, and the information is available by phone, they may place the call on the Town's phones for that

information. Discretion must be used by employees when allowing the public access to the Town's phone system.

V. VOICE MAIL

Systems, which feature voice mail, shall be used to their fullest extent both during work hours and after hours. Automatic answering systems should be enabled at the end of the business day with a message that describes hours, and allows for the opportunity to leave a voice mail message. They may also be enabled during the day, to act as a back up to the receptionist. In the event too many lines ring, calls will be answered and put in a queue.

VI. CELLULAR TELEPHONES

Cellular telephones are provided to certain Town employees to be utilized as a business tool. The cell phones provided are intended for business-related calls only. Upon issuance of a cell phone, the employee will be required to complete the "Employee Cell Phone Agreement". New phones, lost phones or changes shall be coordinated through the Administrative Services department.

VII. CONCLUSION

The Town has a complex set of telecommunications systems in place. As the Town continues to grow, and departments needs become more complex, additions and changes shall be made to accommodate the Town's communication needs. This requires coordination, which will ensure integrity, usefulness and functionality without unnecessary redundancy.

If there is a discrepancy between a department request and the service authorized by the Administrative Services Department, it can be discussed with the Town Manager for a final resolution.

Phillip L. Warren, Jr.
Town Manager