

Telecommunications Policy

Intent

The purpose of this policy is to govern the acquisition, usage, and management of landline telephones, Voice Over Internet Phones (VOIP), wireless cellular phones (smart phones), and other various telecommunications devices intended for business use by the organization's employees. In addition, this policy outlines standards, guidelines, and procedures for use, reimbursement policies, and other issues.

It is also the purpose of this policy to protect Diocesan resources, protect employee safety, manage communications costs, and minimize Diocesan liability.

This policy governs all diocese, parish and other diocesan staff (full-time, part-time, and contractors) as well as priests, deacons and lay ecclesial ministers who use company or personally-owned landline telephones, cellphones, or any other form of telecommunications device for the purpose of conducting business and operations. The diocese reserves the right to revoke telecommunications privileges at any time should it deem necessary to do so.

The diocese IT department has sole discretion over the distribution, configuration, and security measures of telecommunications devices and related technology. If any non-approved devices, installation of non-approved software/hardware, or usage of such technology is discovered, the IT department reserves the right to remove and/or deactivate them immediately.

Definition

Telecommunications devices shall be defined as any device capable of transmitting speech (e.g., landline telephone, VOIP, cellular phone, computer equipped with Skype), and any other form of communication (e.g., email, text message, internet access), via standard land-line, VOIP, cellular network, or internet access (wired or wireless).

Eligibility

Possession and use of a company-owned and supported telecommunications device is a privilege, not a right. Employment or ministry at the diocese does not ensure eligibility. Any employee requiring the use of a telecommunications device must receive prior approval from his or her supervisor and the IT department via an approved business case, application, or other channel stating why the employee needs such technology to fulfill his or her job duties.

Eligible employees who use personally-owned cellphones or other forms of telecommunication may be subject by the IT department for inspection of security features and any required compatibility with diocesan systems.

All expense forms for reimbursement of cost incurred due to business calls made on company- or personally-owned devices must be submitted to your supervisor for review and approval. It is the user's responsibility to ensure that all monthly service statements are submitted on time for proper reimbursement.

Only zero cost phones available through our plan are permitted.

Support

IT will support the following business functions only; voice, email, text, internet browsing and roaming packages. IT does not have the resources to support applications that are downloaded to the various mobile devices unless these applications are approved for use for diocese business.

Upgrades

The diocese negotiates contracts with approved carriers to ensure the most effective programs are available to approved participants. The diocese also understands that from time to time, diocese issued cell phones may need to be replaced before the end of the approved contract period. This may occur due to some of the reasons below:

- Current cell phone may not meet certain work requirements (i.e., lack of email access)
- Technological advances may require an upgrade occasionally to perform certain network tasks, such as remote system support
- Shortened battery life (sometimes it is more feasible to replace the phone than the battery)
- The cell phone is defective
- The size of the cell phone screen (i.e., vision issues)

All requests to upgrade cell phones must be a bona fide business requirement and should be upgraded in accordance with the service provider agreement/contract.

The service provider agreement/contract lasts for the duration of agreed period and upgrades cannot occur until after the agreed contract has expired.

The diocese would like to minimize the additional administration efforts required by replacing mobile devices(s) mid-contract, so the following procedure has been created.

Procedure

In order to gain authorization, a request must be submitted to IT, through the online service desk stating the reason for the upgrade.

Diocesan Senior Management authorization is required to initiate a change of a mobile device in mid-contract from the service provider.

Appropriate Use

Telecommunications devices and service packages used to conduct business must be used responsibly, ethically, and cost-effectively. Therefore, the following policy statements must be adhered to at all times:

Diocesan staff who use any telecommunications device for company business are expected to adhere to the diocese Standards of Conduct Policy, and maintain their professionalism at all times.

Some staff may need to use personally-owned devices to conduct business. In such cases, the diocese may provide a fixed stipend per month for staff and ministers who

must use their personal devices for work purposes, subject to the following conditions:

A supervisor must first authorize the employee in writing to use his/her personal telecommunications device for conducting business. The written authorization form must be signed by the supervisor and submitted to IT department, HR and Accounting departments;

For users with personally-owned telecommunication devices being used for business purposes, the monthly allowance shall not exceed the employee's monthly plan fees;

The staff member is responsible for submitting the invoice page of his/her telecom device bill by the end of each quarter.

All text messages, and emails sent from company-owned or approved telecom devices must adhere to the diocese's Email Policy.

The diocese will not reimburse employees for any and all personal calls, emails, or text messages made or received using a personally-owned device that has not been approved to conduct diocese business.

Neither diocesan or personally-owned telecommunications devices intended for business use may be used to conduct illegal transactions, harassment, or any other unacceptable behavior, as defined in diocese's Anti-Harassment Policy.

Staff should make every effort to not make or receive business calls, text or send emails, on any devices while operating a motor vehicle. All efforts should be made to pull over to a safe location and use the device. In the event that this is not possible, a hands free device should be used. At no time should texting, reading emails or the use of the internet occur while operating a motor vehicle.

Whenever a company-owned cellphone is damaged, lost, or stolen, such incidents must be reported immediately to the employee's supervisor and the IT department 519-433-0658 x244 (help desk).

Many telecommunications devices may be used to access the internet. Diocesan staff that use either diocese-owned and operated or personal and approved telecommunications devices to access the internet during normal working hours for business purposes are subject to the policy and procedures outlined in the Internet Acceptable Use Policy.

Telecommunications devices should have appropriate security and virus protection installed. Any theft of, or damage caused by a virus (e.g., Trojan horse) to sensitive information, or the intellectual property of the diocese will subject the employee responsible to corrective action.

Any employee that violates authorized user terms and agreements set forth in this policy, by making personal calls without remitting payment to, making long-distance calls, that is found to be in breach of Professional Conduct Policy and procedures, or who is found to be stealing diocese-owned and operated property will be subject to corrective action and possible legal action as per diocesan policy.

Authorized telecommunications device users are responsible for reimbursing for the full costs of damaged, lost, or stolen devices and related accessories if they were damaged, lost, or stolen due to user negligence or neglect.

Out of Country Usage

Staff who are travelling out of country, must be aware of the data roaming charges that will accumulate through the usage of their device in another country.

Staff may be entitled to the use of their phones (including texting, talking and viewing emails) while in other countries, but the staff must ensure that their interactions on their devices are kept to a minimum volume.

The IT department will assist staff who travel internationally for business to access data plans to minimize roaming charges. It is the responsibility of the staff or minister not to use their diocesan issued telecommunications device for personal use. Charges for streaming video, continual roaming, etc., are not considered reasonable and the staff or minister will be charged for excessive use.

Any diocesan staff provided with a telecommunications device should contact the IT department through the on-line service desk, at least one week prior to the departure date to inform them of travel and ensure all possible roaming plans are in place.

Retired Clergy

No clergy in retirement will be provided any telecommunication device. The only exception would be if they have recently started into their plan and there is still a large part outstanding. Arrangements would be made to invoice the priest directly from the diocese.

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