

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of Technology		Statewide Telecommunications and Network Division
Category: Miscellaneous	Chapter Title: Private Residence Telephone Services	Chapter Number: 0801.0

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PURPOSE

This section provides guidelines to agencies for use of State-paid telephone service in private residences.

POLICY

Agencies requiring state-paid telephone service installation in a private residence should meet the following conditions, and conform to the following business practices: develop and have on file a policy letter approved by the agency's Department Director and have requests for service approved by the Chief Agency Telecommunications Representative. (CATR).

USAGE GUIDELINES

Agency policy regarding private residence telephone service should:

- Define installation parameters for this state paid telephone service.
- Identify the cost benefit to the state or agency program.
- Identify that state paid service is not in lieu of personal telephone service and is used for conducting state business only.
- Order this service as a "business service" from the Local Exchange Carrier (LEC) and use "State of California" as the business identifier.
- Establish CALNET as the long distance carrier.
- Establish a process to review toll charges in order to identify possible abuse/misuse.
- Establish a process for the timely removal of telephone services when it is no longer required or no longer meets established criteria.
- Maintain a list of state paid private residence and private vehicle telephone numbers and make it available to the Statewide Telecommunications and Network Division (STND) upon request.
- Make a copy of the policy letter available to the STND upon request.