

Decision maker: The Vice-Chancellor	Decision date: 12 March 2018
Type of document: Rules	Valid from: 12 March 2018
Valid until: Until further notice	To be updated before:
Cancelled documents:	

This document is a translation of the Swedish original. In the event of any discrepancy between the translated document and the Swedish original, the original shall prevail.

Rules for telephony

Local Regulations for Luleå University of Technology

Telephony rules

Procurement and Use of Telephony must be in accordance with the following rules.

Personal Telephone Responsibility

- All employees with a fixed or mobile phone connected to LTU are fully responsible for their own extension and that the phone is used according to LTU's telephony rules.
- All employees have a responsibility to find out which services are available, how they work, and follow the instructions for their use. See information on LTU's staff web.

Procurement

- The basic recommendation is that employees use a mobile phone connected to the switchboard with a so-called mobile extension. If there is a need for a fixed phone, this must be approved by the responsible manager.
- Orders for phones should only be made from suppliers with whom the university has agreements, after approval from the immediate manager so that inventory and theft marking can be done.
- To ensure the phone works optimally in LTU's environment, commonly used models should be purchased as far as possible.
- Upon termination of employment, the employee must return the phone.

Mobile Subscriptions

- Subscriptions must always be signed through orders via IT service as a connection to the central telephony function must be made.
- If the mobile phone is to be used to receive and send data, a subscription with a fixed data traffic fee should be signed. Wi-Fi should be used as much as possible.
- When ordering, the subscriber's name, cost center, and possibly project number must always be specified.
- Users may port/transfer private mobile numbers to LTU and are also free to take their mobile number with them privately or to a new employer at their own expense upon termination of employment at LTU.

- Primarily, your external extension number (starting with 0980, 0910, 0911, or 0920) should be used for external contacts. The subscription's mobile number is used in exceptional cases, such as to reach an employee who has registered an extended absence in the referral system and logged out their mobile phone from the switchboard. The mobile number should always be available for internal use in LTU's directory system.
- Upon termination of employment, the immediate manager must cancel the subscription. During leave of absence, the extension should be referred, and the mobile subscription should be put on hold or terminated.

Usage

- Forwarding of extensions to numbers not belonging to LTU is not allowed.
- Traffic costs incurred on the mobile bill when the phone is used abroad are paid directly by the respective department.
- Normally, extensions in the switchboard and mobile subscriptions are blocked for international calls. They can be opened after approval from the immediate manager.
- Primarily, web-based directory assistance or the internal switchboard should be used for external number inquiries, and secondarily, dialed directory assistance.
- It is not allowed to use paid services for private use, such as ad payments, participation in competitions and voting, bus tickets, and parking, unless approved by the immediate manager.
- The extension should always be referred when you cannot answer.
- The voicemail linked to your extension should have a personal greeting and be checked regularly.

Mobile Telephony Security

- Password protection should always be used when starting and unlocking the phone.
- The mobile phone should always be stored so that it cannot be accessed by outsiders and always kept under close supervision to prevent the installation of harmful applications.
- In case of loss of the mobile phone, the employee must immediately block the subscription via the operator or IT service. Passwords on user accounts used on the phone (e.g., email) should be changed immediately.

Private Calls

- If an employee incurs costs beyond the agreed subscription, the institution may require the employee to pay for these additional costs.

Stay Abroad

- Abroad, the mobile phone may only be used for work purposes. Normally, the mobile subscription is blocked for use abroad and can only be opened after approval from the immediate manager.
- Using a mobile phone abroad is associated with high costs. The phone should be used sparingly, and if possible, all data traffic should be turned off on the phone. Examples of uses that involve data traffic include sending/receiving emails and browsing web pages on the mobile.