



The Linden Centre

Telephony Policy

Signed by:		
	Headteacher	Date:
	Chair of Management Committee	Date

Last Updated	04 th January 2021
Review Due:	04 th January 2022

S6 Telephone Use (v6.0)

Office based telephone equipment includes, but is not necessarily limited to:

Phone handsets and headsets	Answer machines and voicemail	Fax machines	Virtual phones	Modems	Modems	Switches and switchboards	Contact Centres
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The following conditions must be followed:

Acceptable

Be supplied by ICT and will remain the property of ICT at all times.

Only be relocated by ICT staff via an ICT Service Desk call.

Headsets must be purchased through ICT to ensure compatibility with the handsets.

Wherever possible, unattended phones must be forwarded to other available staff or a works mobile phone. Voicemail is available if there is a business need, for example to inform callers of outside-hours emergency numbers. This should be authorised by your Service Delivery Manager. Contact ICT Service Desk for more information

The Council has the facility for extension mobility which allows a Cisco IP Phone, to temporarily embody a new device profile, including lines, speed dials, and services. Contact the ICT Service Desk for more information.

Virtual phones (use of a PC as a phone) must be requested and installed via ICT subject to a justified business need.

Analogue phone lines are still required, for example for remote alarm systems and as a backup to the existing phone system. ICT must be involved in all contracts for analogue lines.

Training in the use of telephones can be booked via the ICT Service Desk.

Unacceptable

Work telephones must not be used for personal use

The creation of contact centres must not be made without consultation with ICT

Users must not log into the softphone solution on a non-work device