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Reference
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ADOPTION AND IMPLEMENTATION OF THE TELECOMMUNICATIONS POLICY

Attached for your consideration and approval by your good self, the departmental Telecommunications Policy, which has gone through the relevant consultative process.


The purpose of this policy is to outline the acceptable use of Telecommunications Facilities and Services (telephone and Facsimile) in the Department.

Ms. E. Botes
Head of Department: Social Development
Recommend/not recommend
Date:...../...../.....



Approval

The Telecommunications Policy for the Department of Social Development is approved by the Member of the Executive Council and shall come into effect from date of approval thereof.



.....

C.M.CHOTELO (MPL)

Member of the Executive Council for Social Development

22/10/13
.....

DATE



social development

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Telecommunications Policy

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1. Preamble

The purpose of this policy is to outline the acceptable use of Telecommunications Facilities and Services (telephone and Facsimile) in the Department. These rules are in place to protect the employee and the Department.

Inappropriate use of Telecommunications Facilities and Services exposes the Department to risks including, compromise of Telecommunications Facilities and Services, and might have legal ramifications.

All Telecommunications Facilities and Services remain the property of the Department of Social Development and not of individual employees or Programmes.

2. Policy Impact

By following the principles of this policy it will assist in ensuring that all Telecommunications Facilities and Services are used:

- legally;
- securely;
- without undermining the Department;
- effectively;
- in a spirit of co-operation, trust and consideration for others;
- so they remain available.

3. Scope

This policy applies to employees, contractors, consultants, temporary and other workers, including all personnel affiliated with third parties working with and within the premises of the Department of Social Development. This policy applies to all Telecommunications Facilities and Services that are owned or leased by the Department.

4. Roles and Responsibilities

- Users - should use all Telecommunications Facilities and Services appropriately and in accordance with this policy and any other legislation and policy that controls the Departments Telecommunications Facilities and Services.
- Managers - should provide a copy of the policy to users. The subordinates should sign for receipt of the policy that will serve as proof of acceptance and that they are aware of the content of the policy.
- should ensure that users comply with this policy by means of monthly scrutiny of individual telephone and Facsimile usage/ calls and accounts etc.

4. Definition of terms

User	An official who has access and uses a Telecommunications Facilities and Services.
Standard Parameters	These allow you to specify calls within and outside the limits in terms of length and cost of calls
Private Calls/ Faxes	A call/ Fax with the purpose to address any private matter e.g. to family, friends, financial Institutions, medical scheme etc., which is not in the benefit of the Government and not in the execution of his/her duties.
Official call/ Faxes	A call/ Fax made in the performance of a task during the execution of her/her duties.
Monthly Accounts	A list of calls/ Faxes dialed in a month provided to each extension user in time sequence.
Call Barring/Blocking	A facility that allows the opening and closing telephone/ Fax Pin codes when the regulated limit is reached and according to different levels or when telephone/ fax services are abused.
Medical Faxes/ Calls	Telephone calls and faxes to Medical Aid are regarded as official.
Labour Union Calls/ Faxes	Telephone calls and Faxes to unions are regarded as official, provided the shop steward makes the call.
Norms and Standards	Approved Departmental Annual budgeting unit cost document.
Prescripts	Regulations, instructions and directions.
Limit increase	Request for additional telephone call limit when regulated limit has been exhausted.
Accounting officer	Defining in PFMA, Section 1 read with Section 36 of PFMA.

6. Legislative Framework

- 6.1 Legal support for this policy includes:
 - 6.1.1 Section 14 of the Constitution of the Republic of South Africa
 - 6.1.2 Code of Conduct for Public Service which is part of the Public Service Regulations 1999 and issued in terms of the Public Service Act, 1994.
 - 6.1.3 National Treasury Regulations, Chapter 12: Management of Losses and Claims.
 - 6.1.4 Disciplinary Code and Procedures (Public Service Co-ordinating Bargaining Council Resolution No. 2 of 1999).
 - 6.1.5 Copyright Act 98 of 1978.
 - 6.1.6 Copyright Amendment Act 125 of 1992 of Interception of Communication Related Information Act
 - 6.1.7 Electronic Communication and Transaction Act 36 of 2006
 - 6.1.8 Public Finance Management Act 1 of 1999
 - 6.1.9 Electronic Communications and Transactions Act, 2000

7. Maintenance of Telecommunications instruments and lines

- 7.1 All technical and operational faults must be reported to the switch board Operator immediately. Requests for additional or the relocation of Fax/ telephone lines must be motivated and approved by the Manager of the component.
- 7.2 The Head of Department or the Delegated official is the only authority that approves the installation of new and or additional Telecommunication Facilities and Services in the Department. The waiting period for approval must be kept in mind when applying for an additional or relocation of telephone/ Fax lines.

8. Departmental Telecommunications Directory- Provincial offices

- 8.1 A Departmental telecommunications directory for the Provincial office already exists. The directory is updated and distributed to all offices on a monthly basis. All office changes and new appointments must be communicated to the switch board Operator/ s in order to update the records.

- 8.2 A Departmental telecommunications directory for all Provincial, District and Satellite offices will be compiled. Every six months it will be updated and distributed to all offices.

9. Precautionary and Disciplinary Measures

- 9.1 Any breach of this policy will lead to disciplinary action being taken against the guilty party and, depending on the severity and the consequences of the breach, may result or lead to a charge of guilty party.

10. Property Rights

- 10.1 Telephone data set/ system remains the sole property of the Department of Social Development.
- 10.2 Employees are urged to take care of the telecommunications information such as telephone accounts and fax copies as these are the property of the Department and may contain official information. Copying of telephone accounts and fax details for use outside the Department is illegal and may result in criminal charges against the perpetrator.

11. Security

- 11.1 It is prohibited to attempt to gain unauthorized access to Telecommunications Facilities and Services, and any unauthorized access to Telecommunications Facilities and Services and information shall be dealt with accordingly.
- 11.2 Employees are advised to make use of the Telecommunications Facilities and Services Support personnel's assistance should they need to access any information or facility that might otherwise be prohibited as stated above.
- 11.3 It is prohibited to disclose, without authorization, personal telephone/ Fax Pin Codes or other security details and so forth to other employees, volunteers or unauthorized external third parties, as this compromises the security of the Department.
- 11.4 Only the Switch board Operator/ s and relevant authorized staff may access switch board rooms/ areas and/ or fax machines.
- 11.5 Proper access control and key management should be applied by means of access control registers. These registers should be verified on a weekly basis by the relevant Managers.
- 11.6 No eating, drinking, loitering or smoking is allowed in the switch board rooms/ areas and/ or fax machines or near any Telecommunications equipment.
- 11.7 In the event that an unauthorized third party gets to know an employee's Pin Code, the said employee must ensure that it is changed as soon as it is practically possible. Any losses or

damage suffered by the Department or by a third party as a result of an employee's failure to have the Pin Code changed shall be the sole burden of the said employee.

11.5 Employees are urged to ensure that the handsets are replaced properly after making a call. The cost pertaining to the un-ended call shall therefore be the sole responsibility of the said employee.

12. Information about people:

12.1 Any employee who is recording or obtaining information about individuals must ensure that by doing so she/he is not violating any law. In the event of any violations ignorance of the law shall be no excuse.

12.2 The Department shall not be held liable in the event of an employee illegally recording, obtaining and disseminating of any information, whether true or false, about any other person. The individual employee shall be solely liable.

13. Electronic monitoring:

13.1 Electronic monitoring must only be authorized by a competent court.

13.2 The Department respects the right to privacy of its employees, however, the individual's right to privacy does not extend to his /her work-related conduct and the use of the Department's resources. Such resources are supplied by the Department for the furtherance of its business interests and to enable employees to complete their allocated daily tasks, and as such private usage thereof is strictly restricted, with the Department reserving the right to totally prohibit it.

13.2 The Department reserves the right to monitor the use of Telecommunications Facilities and Services at any time without notice.

13.3 The Department reserves the right to retrieve Telecommunications account/ s if it is required for evidence, whether in Court or in any enquiry of whatever nature.

13.4 The Department has the right to make information gathered in terms of this policy, particularly under paragraph 13.3 above available internally and externally, including, where relevant, to such authorities as the police, provided that the information so obtained shall not be disseminated, published or prejudice any person, except to the extent that it is evidence in disciplinary matters or relevant and admissible evidence at court.

14. Telecommunications Facilities and Services Usage

14.1 Access to the Telecommunications Services will be granted to all employees, the user needs to apply for access formally through the respective line manager.

- 14.2 All Telecommunications Services connections shall be via the Departmental approved Telephone service provider. Any other connections are prohibited.
- 14.3 Use of Telecommunications Facilities and Services is a privilege, which constitutes the acceptance of responsibilities, and obligations that are subject to government policies and laws. Acceptable use must be legal, ethical, and respectful of intellectual property, ownership of data, systems security mechanism and individual rights to privacy from intimidation, harassment and annoyance.
- 14.4 Users will not publicly disclose internal Departmental information via the Telecommunications Facilities and Services, which could adversely affect the Department, customer relations and the Department's public image and that of its employees.
- 14.5 Employees are strictly prohibited to access any Telecommunications Facilities and Services that contain sexually explicit, profane and pornographic, socially perverse and other potentially offensive material.
- 14.6 Users shall be subject to limitations on their use of the Telecommunications Facilities and Services as determined by the appropriate supervising authority.
- 14.7 At any time and without prior notice, management reserves the right to examine Telecommunications Facilities and Services and other information that is passing through the Telecommunications Facilities and Services of the Department. Such management access assures compliance with internal policies, assists with internal investigations and assists with the management of the Department.
- 14.8 Any dissemination of any sexually or racially perverse correspondence and any derogatory information of the Republic's leadership is strictly prohibited, and shall be meted out with an appropriate disciplinary sanction.

15. Monthly Call Limits/ Usage

- 15.1 The monthly telephone call limit for each official is as per the approved Annual Departmental Norms and Standards which sets out allocations for telephone usage limits.

16. Blocking of telephone call usage

- 16.1 Telephone calls/ usage which exceed the allocated amount as set out in the approved Annual Departmental Norms and Standards will be automatically blocked. All blocked pin codes will only be opened on the (1) first day of the following new month

17. Requests for Telephone Call limit increase

- 17.1 Request for telephone limit increase can be made to the Chief Financial Officer in writing by the relevant Programme Manager/ Supervisor; requests must clearly state the following information:
- a. Name and rank of the official
 - b. Additional limit amount requested
 - c. Duration/ period for limit increase, and
 - d. Which budget Item the additional limit will be recouped from.

18. Billing of monthly telephone accounts

- 18.1 Telephone accounts are printed and distributed to all directorates/ sub directorates at the beginning of every month. It is the responsibility of each and every Supervisor/ Manager to ensure that the telephone account printouts reach the extension users on time.
- 18.2 All telephone accounts are to be returned back to the Switch Board Operator 30 (Thirty) days after date of issue.
- 18.3 Due to the escalating administrative costs, only accounts that exceed the R60.00 limit will be printed at the end of each month for distribution. (22 days X 2 calls per day of 3 minutes or less).
- 18.4 All officials are to sign their correctly marked accounts and pay for all their private calls every month. Supervisors/ Managers are to check and ensure that officials pay for their private calls.
- 18.5 Telephone accounts can be paid cash or arrange for a salary deduction at the salaries unit. Arrangements for salary deductions must be signed off by officials at the salaries unit. It is the responsibility of each official to pay for their private calls. Supervisors/ Managers must ensure that all telephone accounts are settled on time.
- 18.6 Supervisors/ Managers must ensure that all telephone accounts are returned to the Switch Board Operator each month.
- 18.7 Two written/ electronic reminders/ Notifications will be sent to the Supervisors/ Managers and officials for outstanding telephone accounts.

18.8 Failure to submit telephone accounts will result in the following;

- a) The telephone Pin Code revoked until all outstanding account/s are submitted, and/ or
- b) The full account amount will be deducted from the salary of the offending official for telephone account/s that is outstanding.

19. Free Private local calls

19.1 Officials are entitled to (2) two free calls per day; the duration of each free call is limited to (3) Three minutes per call.

19.2 All cell phones calls are deemed private provided an official can proof that the call/s was for official purposes. All private cell phone calls must be paid for by the official concerned.

20. Acceptable use of Telecommunications Facilities and Services in the Department

The acceptable use of Telecommunications facilities and Services includes, but is not restricted to the following;

20.1 Users have to realize that the use of Telecommunications facilities and Services is a privilege and can be taken away if misused.

20.2 When a user feels offended by or uncomfortable with the correspondence/ information received, it is advisable to inform the sender and to report the matter to appropriate supervising authority or Security Management.

20.3 When a user recognizes that a telephone call has been incorrectly addressed to him/her, the user must inform the sender of such and must return the call to the switch Operator or route the call to the correct extension user.

21. Reporting of suspected Prank calls or threats

21.1 The user must immediately report any suspected Prank calls or threats that may be related to the Department to the Security Manager and to the Switch Board Operator.

22. Prohibited use of Telecommunications facilities and Services in the Department

The prohibited use of Telecommunications facilities and Services includes, but is not restricted to, the following:

22. Breach

- 22.1.1 Employees are prohibited to use the Telecommunications facilities and Services for any purpose that contravenes the laws of the Republic of South Africa, and this prohibition shall extend to use to victimize; intimidate; offend; ridicule and/or exploit other employees or third parties, in whatever way, and spreading or dissemination of false or malicious remarks about people, products or companies.
- 22.1.2 The prohibition shall also extend to acts that amount to electronic fraud through misrepresentation of identity, anonymous identity or someone else's identity or Pin Code for the purpose of wronging or disadvantaging that person.
- 22.1.3 Disseminating information that does not adhere to the Department's code of conduct, such as racist remarks, sexist remarks and any other offensive or perverse remark.
- 22.1.4 Intercepting, interrupting or recording Fax and/ or telephonic messages for malicious reasons or misrepresenting the original message.

23. Disclosing confidential information

The Department Social Development may disclose confidential telecommunication information and or data sets according to appropriate security classification.

23.1 Abusing Telecommunications Facilities and Services

- 23.1.1 Monthly copies of telecommunications/ facsimile registers will be maintained by delegated officials according to legal Departmental standards.
- 2.3.1.2 Broadcasting unsolicited commercial fax and/ or telephone messages to internal and external users.
- 23.1.2 Sending inappropriate information/ messages to groups or individuals, and spreading broadcasts without the permission of the Head of Department.
- 23.1.3 No telephone instrument shall be connected to a facsimile machine.

23.2 Personal gain

- 23.1 Using Telecommunications facilities and Services for personal gain, personal business activities, political activity, fund-raising and charitable activities not sponsored by the Department.

24. General

- 24.1 The Accounting Officer is the only duly authorized person to bind the Department.
- 24.2 The Department does not accept any liability whatsoever for any commitments made by an employee without being duly authorized by the Accounting Officer.
- 24.3 Each employee must exercise caution and respect when communicating with fellow employees and third parties.
- 24.5 Employees shall not forward information warning about threats or pranks without first having checked with the appropriate supervising authority or Security Manager.
- 24.6 In order to protect the Department, employees must alert the Switch Board Operator and Security Manager of any prank calls and/ or threats

25. Pin Codes

25.1 General

- 25.1.1 All user-level Pin Codes shall only be changed by the Switch Board Operator or appropriate supervising authority.
- 25.1.2 Pin codes must not be written down on pieces of papers or on note pads but must rather be memorized.

26. Guidelines

26.1 General Pin code Guidelines

- (i) Employees must take note of and adhere to the following "don'ts" -
 - (a) Do not reveal a Pin Code over the phone to anyone
 - (b) Do not reveal a Pin Code in an email message
 - (c) Do not reveal a Pin Code to your superior, unless done in confidence;
 - (d) Do not talk about a Pin Code in front of others
 - (e) Do not reveal a Pin Code on questionnaires or security forms
 - (f) Do not share a Pin Code with family members
 - (g) Do not reveal a Pin Code to co-workers while on vacation.

- (ii) If, for whatever reason, a third party requests an employee's Pin Code, employees must refer the third party to this document or have the third party call the Switch board Operator or appropriate supervising authority.
- (iii) If a Pin Code is suspected to have been compromised, the employee concerned must report the incident to the switch Board Operator and appropriate supervising authority and have the Pin Code changed.

27. Use of facilities for leisure or personal purposes

- (i) The use of the Department's resources for leisure, for example sending and receiving personal information, is restrictively permitted for as long as such use does not -
 - (a) Attract any expenditure for the Department;
 - (b) Impact on the employee's job performance;
 - (c) Impact the performance of the telecommunications system and hardware;
 - (d) Break the law;
 - (e) Bring the Department into disrepute.
- (ii) Line managers are entitled to take the necessary action should an employee's leisurely use of the Department's equipment affect his or her performance or be a hindrance to the furtherance of the Department's interests.

28. Duty of Care

- 28.1 Employees must not re-arrange how equipment is plugged in without first contacting the switch board Operator or appropriate supervising authority.

29. Disciplinary Action

- 29.1 Non-compliance, violation and disregard of this policy shall result in disciplinary action and sanction against the employee concerned, and such sanction may include, depending on the circumstances and the gravity of the transgression, termination of one's contract of employment.
- 29.2 In addition to the above, employees shall further be bound by the Department's loss control policy, and any other policy that controls the Department's information resources.
- 29.3 In the event of the Department incurring any financial loss as a result of non-compliance, violation and/or disregard of this policy, the Department shall be entitled to institute legal

proceedings to recoup the loss it has incurred from the concerned employee, and this shall be in addition to the disciplinary action the Department would have taken against the said employee.

30. Version Control

30.1 This is the (1st) First review version of the Departmental Telecommunications Policy. The Telecommunications Policy was approved and implemented on the 22 April 2002.

31. Policy Implementation and Review

31.1 The Telecommunications Policy is effective from the date that it is signed by the Head of Department

31.2 This Policy shall be reviewed within (3) Three years from the date of original approval.