



BOISE STATE UNIVERSITY

University Policy 8090

Telephone Services

Effective Date

July 1995

Last Revision Date

October 16, 2024

Responsible Party

Office of Information Technology, (208) 426-4357

Scope and Audience

This policy applies to departments and end-users of University telephone services.

Additional Authority

- Communications Act of 1934 (amended)
 - The Electronic Communications Privacy Act
 - Kari's Law
 - RAY BAUMS's Act
 - 10 Digit Long Code (10DLC) Rules
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1. Policy Purpose

To outline the Office of Information Technology, department, and end-user responsibilities related to University telephone services.

2. Policy Statement

Boise State University provides Telephone Services based on cost-effective practices that comply with government rules and regulations. This policy guides decisions to ensure quality service to the University community in a cost-effective manner while setting expectations that Telephone Services are intended to be used for conducting official University business.

3. Office of Information Technology (OIT) Responsibilities

- a. Manage Telephone Services and other telecommunications resources
- b. Negotiate Telephone Services contracts on behalf of the University
- c. Maintain compliance with all applicable laws and policies
- d. Centrally manage and administer all equipment and services under the direction of the Vice President for Finance and Operations
- e. Maintain procurement, pricing, and end-user guides at [OIT Telephone Services](#)
- f. Provide monthly departmental bills for Telephone Services. Monthly charges for telephone devices in use by a department will include long-distance and international calls incurred by the department
- g. Extend the telephone infrastructure
- h. Administer the telephone numbering plan
- i. Administer the 10DLC Rules compliance

4. Department and End-User Responsibilities

- a. Personal use of Telephone Services that do not incur additional charges may be permitted in moderation, subject to departmental guidelines, restrictions, and supervisor approval.
- b. Department guidelines must reflect that an employee's first responsibility is to their work assignments and personal use of Telephone Services may result in additional costs to the University.

- c. When changing work locations on campus or remotely, employees using a Zoom softphone are responsible for verifying their phone location information for E911 accuracy and updating the E911 location information when prompted in Zoom. Employees using a physical phone should contact the [Help Desk](#) to verify location information when changing work locations on campus.

5. Policy Non-Compliance

- a. Suspected violations of this policy should be reported to the appropriate supervisor, department head, dean, vice president, or to OIT.
- b. Reported violations will be evaluated on a case-by-case basis and may result in:
 - Referral to Human Resources and Workforce Strategy for employee violations, which may result in discipline, up to and including dismissal
 - Civil and/or criminal liability

6. Related Information

Kari's Law and RAY BAUM's Act Information

<https://www.911.gov/issues/legislation-and-policy/kari-s-law-and-ray-baum-s-act/>

OIT Telephone Services

<https://www.boisestate.edu/oit/phones/>

Campaign Registry

<https://www.campaignregistry.com/>

10 Digit Long Codes

<https://www.10dlc.org>

University Policy 8070 (Mobile Communication Devices)

Revision History

January 2016; January 19, 2023; October 16, 2024